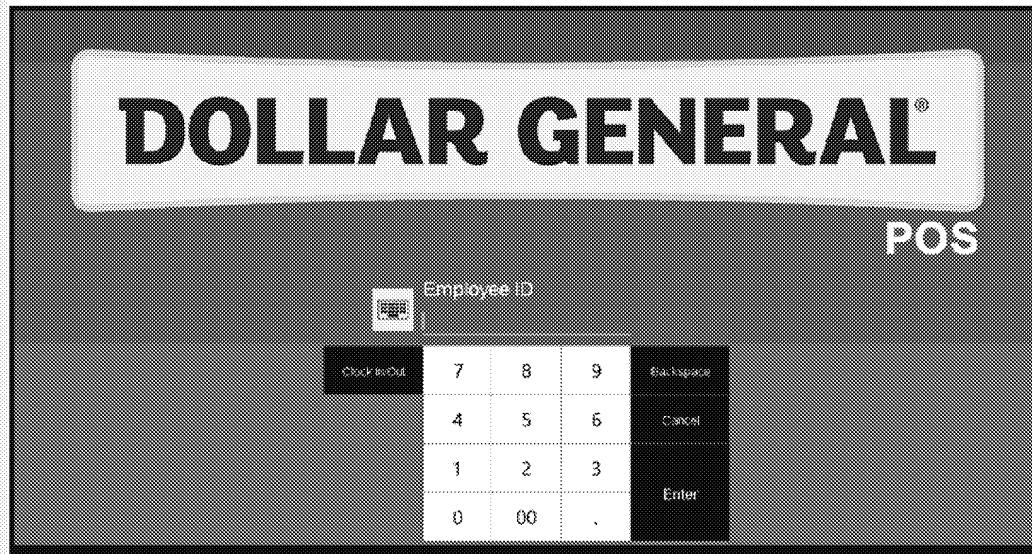


EXHIBIT 7

DOLLAR GENERAL®

Next Generation Point Of Sale Reference Manual



SONGPOS202304

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Introduction to Next Generation Point Of Sale

Next Generation Point of Sale (NGPOS) enables employees to:

- ◊ Promote speed and ease of check out experience
- ◊ Enhance Dollar General's role as the "convenient neighborhood store"

NGPOS aligns with the following Dollar General Operating Priorities:

- ◊ ***Enhancing Our Position as a Low Cost Operator***
- ◊ ***Capturing Growth Opportunities*** by keeping up with new and exciting technology
- ◊ ***Driving Profitable Sales Growth*** by increasing customer traffic

Customer Service Policies

When the customer arrives at the register area employees should: greet every customer, ask if customer found all the items they were looking for, offer assistance if the customer needed help finding product(s) or had questions, and thank them for choosing Dollar General.

- The key carrier should resolve customer issues
- Store employees are available and prepared to promptly assist customers throughout their shopping experience
- Customers always have a choice to use the self checkout lane or have an employee conduct their transaction at any available cash register
- Maintain cleanliness of the checkout lane throughout the day
- Be sure to clear any trash or debris from the checkout lanes including products customers no longer want to purchase
- Ensure an adequate supply of bags is readily available to use for filling customer purchases.
- Receipt paper should be checked and filled each morning before opening the checkout lanes
- Employees should smile and thank the customer for shopping at Dollar General once their purchase is complete and the receipt is printed

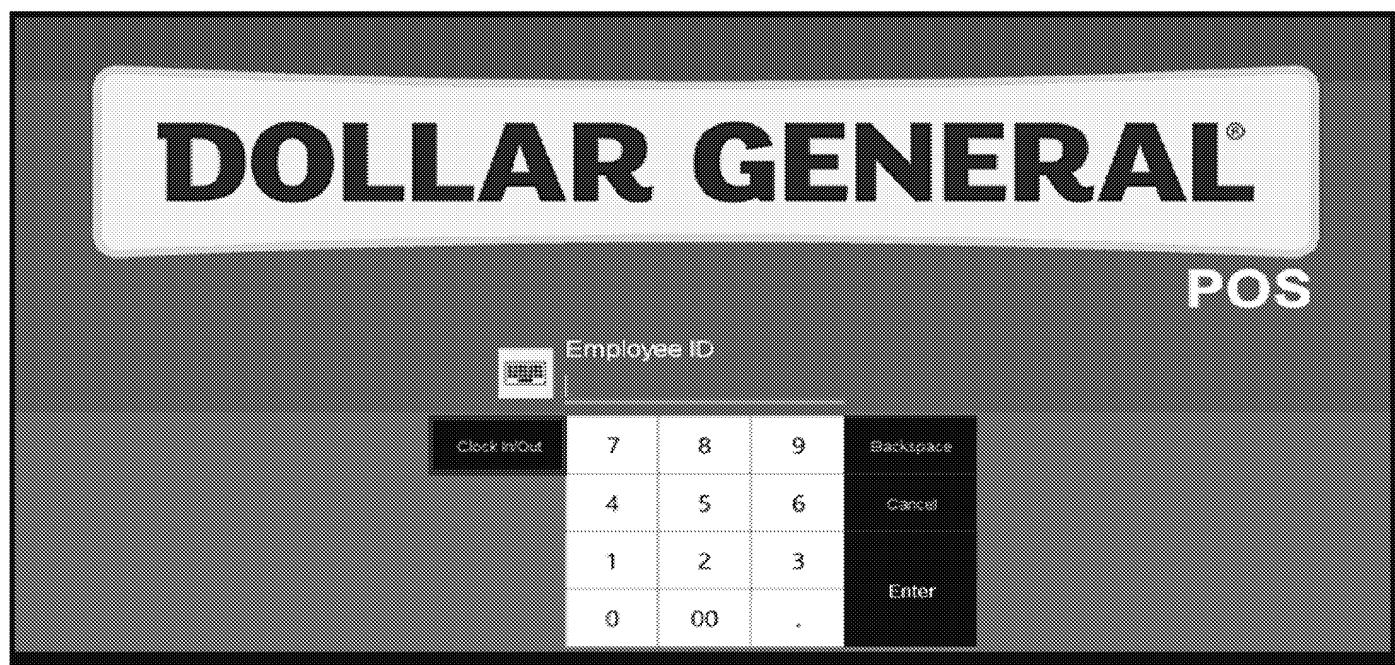
START OF DAY**Daily Start of Day Activities**

Transaction Type	Clock In/Out
Audience	All Employees
SOP	60, 90, 91, 92, 104, 215, 245 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resource	N/A
Action Steps	
Description	How to complete daily starting activities for staffed register
Step 1	Clock in - see page 5
NOTE	Exempt employees (i.e. Store Managers) are not required to clock in
Step 2	Key carrier reviews EOD Paperwork from previous day - see page 16
Step 3	Count Safe Fund (change fund + all tills and self checkout) - see page 66
Step 4	Count till for staffed register to starting bank amount using Cashmaster
NOTE	Employee should be present when till is verified to starting bank amount
Step 5	Employee signs Register Balancing Slip - see page 14
Step 6	Transport till from office to the salesfloor
Step 7	Log into register
Step 8	Place till into register drawer
Step 9	Close register drawer
Step 10	Enter Starting Bank—see page 15
NOTE	If store has a self checkout that is trading cash - complete the following steps after completing daily start of day activities on staffed register If store has a self checkout that is <u>not trading cash</u> - refer to the appropriate self checkout reference manual for the process to complete start of day activities Refer to the appropriate self checkout reference manual for the process to complete the steps below.
Step 11	Log into self checkout
Step 12	Verify Cash Tender Module (CTM) is at, or above, base levels for every denomination
Step 13	Enter Starting Bank

START OF DAY

Clock In - No Employee Logged on Till

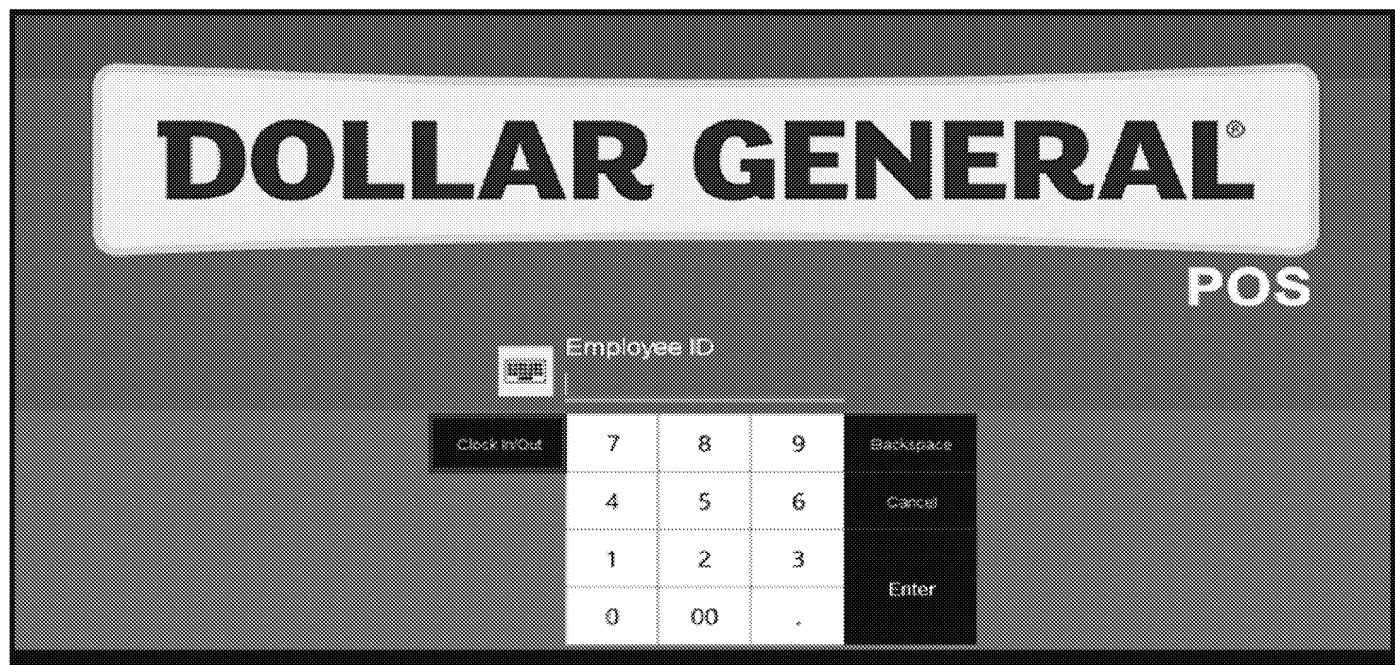
Transaction Type	Clock In/Out
Audience	All Employees
SOP	60, 104 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resource	N/A
Action Steps	
Description	How to complete Clock In - No employee logged on till
Step 1	Select CLOCK IN/OUT
Step 2	Enter Employee ID
Step 3	Select ENTER
Step 4	Enter Cashier ID
Step 5	Select ENTER
Step 6	Verify time displayed on screen is correct
Step 7	Select CLOCK IN
NOTE	Pop up message reads ' Are you sure you want to clock in? ' and provides clock in time
Step 8	Select YES
Step 9	Receipt prints indicating clock in time displayed on screen



START OF DAY

Clock Out - No Employee Logged on Till

Transaction Type	Clock In/Out
Audience	All Employees
SOP	60, 104 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resource	N/A
Action Steps	
Description	How to complete Clock Out - No employee logged on till
Step 1	Select CLOCK IN/OUT
Step 2	Enter Employee ID
Step 3	Select ENTER
Step 4	Enter Cashier ID
Step 5	Select ENTER
Step 6	Verify time displayed on screen is correct
Step 7	Select CLOCK OUT
NOTE	Pop up message reads ' Are you sure you want to clock out? ' and provides clock out time
Step 8	Select YES
Step 9	Receipt prints indicating clock out time displayed on screen



START OF DAY

Clock In - Employee Logged on Till

Transaction Type**Clock In/Out****Audience**

All Employees

SOP

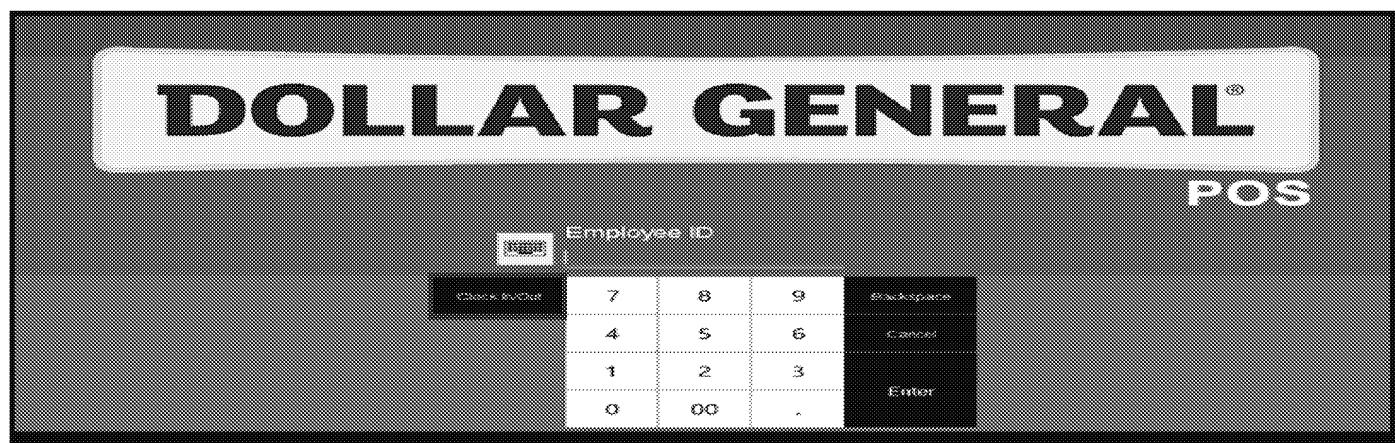
60, 104

For Dollar General policy on this topic, refer to
the SOP numbers listed above.**CBL**

N/A

Additional Resource

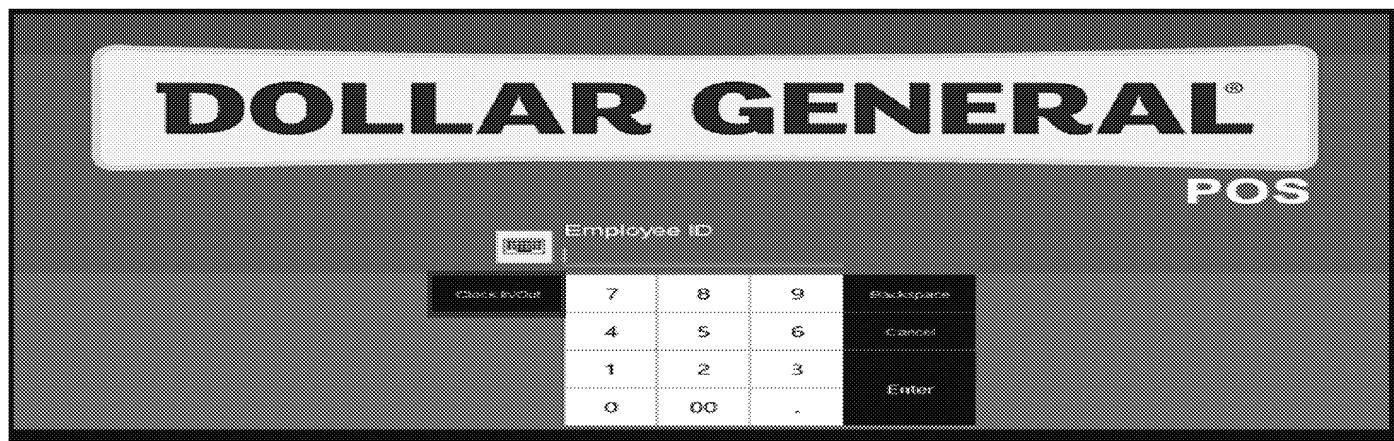
N/A

Action Steps**Description** How to complete Clock In - Employee logged on till**Step 1** Employee logged on till must select **LOGOFF****NOTE** Pop up message reads '**Do you want to remove the cash drawer?**'**Step 2** Select **NO****Step 3** Employee not logging on till - Select **CLOCK IN/OUT****Step 4** Enter Employee ID**Step 5** Select **ENTER****Step 6** Enter Cashier ID**Step 7** Select **ENTER****Step 8** Verify time displayed on screen is correct**Step 9** Select **CLOCK IN****NOTE** Pop up message reads '**Are you sure you want to clock in?**' and provides clock in time**Step 10** Select **YES****Step 11** Receipt prints indicating clock in time**Step 12** Employee who was logged on - must login again

START OF DAY

Clock Out - Employee Logged on Till

Transaction Type	Clock In/Out
Audience	All Employees
SOP	60, 104 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resource	N/A
Action Steps	
Description	How to complete Clock Out - Employee not logged on till
Step 1	Employee logged on till must select LOGOFF
NOTE	Pop up message reads ' Do you want to remove the cash drawer? '
Step 2	Select NO
Step 3	Employee not logging on till - Select CLOCK IN/OUT
Step 4	Enter Employee ID
Step 5	Select ENTER
Step 6	Enter Cashier ID
Step 7	Select ENTER
Step 8	Verify time displayed on screen is correct
Step 9	Select CLOCK OUT
NOTE	Pop up message reads ' Are you sure you want to clock out ' and provides clock out time
Step 10	Select YES
Step 11	Receipt prints indicating clock out time
Step 12	Employee who was logged on—must login again



START OF DAY

Logon (Sign On Till)

Transaction Type	Logon/ End Session
------------------	--------------------

Audience	All Employees
----------	---------------

SOP	60 For Dollar General policy on this topic, refer to the SOP numbers listed above.
-----	---

CBL	Sales Employee Register Training
-----	----------------------------------

Additional Resource	N/A
---------------------	-----

Action Steps

Description	How to Logon (sign on till)
-------------	-----------------------------

Step 1	Enter Employee ID
---------------	-------------------

Step 2	Select ENTER
---------------	---------------------

Step 3	Enter Cashier ID
---------------	------------------

Step 4	Select ENTER
---------------	---------------------

Step 5	Pop up message reads ' A new till session will be created'
---------------	---

Step 6	Select CONTINUE
---------------	------------------------

NOTE	Pop up message reads ' You are required to be clocked in before performing work. Are you clocked in? '
-------------	---

NOTE	Exempt employees (i.e. Store Managers) do not need to clock in
-------------	--

Step 7	Select CONTINUE
---------------	------------------------

NOTE	If this applies, choose from the following options:
-------------	---

- * **CLOCK IN** - pop up message appears '**Are you sure you want to clock in?**'

- * **MEAL** –allows employee to clock in after returning from meal break

- * **CONTINUE** - will allow employee to begin scanning a customer transaction

If **CLOCK IN** or **MEAL** selected, receipt prints indicating CLOCK IN or MEAL break time displayed on Screen

START OF DAY

End Session (Sign Off Till)

Transaction Type**Logon/ End Session****Audience**

All Employees

SOP

60

For Dollar General policy on this topic, refer to the SOP numbers listed above.

CBL

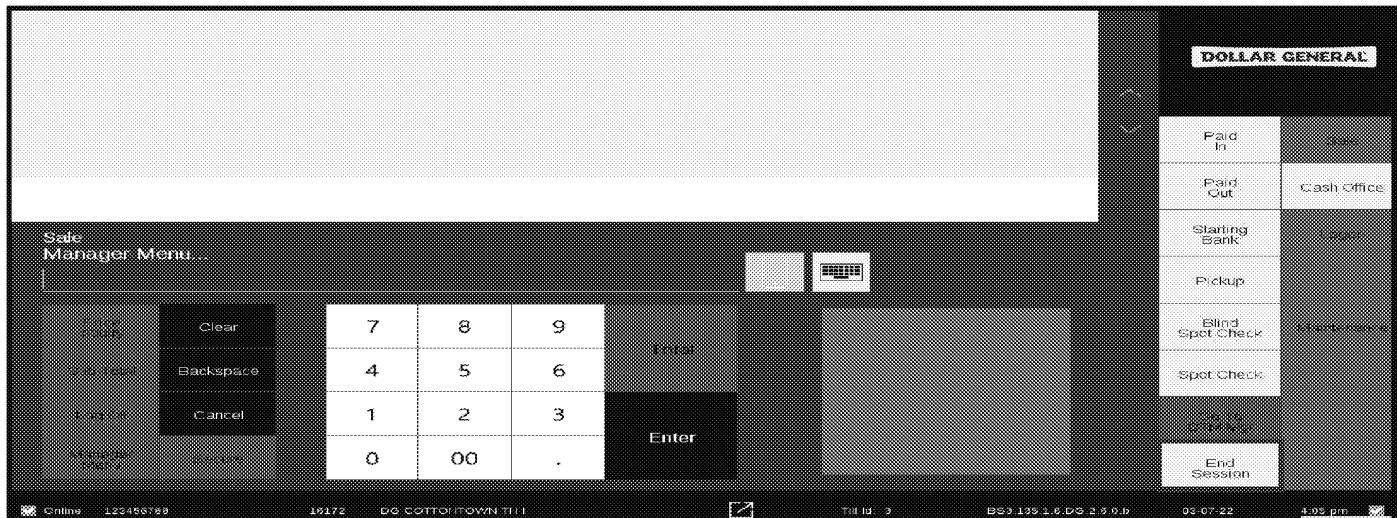
Sales Employee Register Training

Additional Resource

N/A

Action Steps

Description	How to End Session (sign off till)
Step 1	Select MANAGER MENU
Step 2	Select CASH OFFICE
Step 3	Select END SESSION
NOTE	Screen reads ' Sale Authorization Needed '
Step 4	Key Carrier enters Employee ID
Step 5	Select ENTER
Step 6	Key carrier enters Cashier ID
Step 7	Select ENTER
Step 8	Register till pops open
Step 9	Sign back on till and follow directions for Log Off on page 11
NOTE	Selecting LOG OFF does not sign the employee off the till. Employee must select END SESSION to sign off the till



START OF DAY

Logoff - Pop till open

Transaction Type**Logon/ End Session****Audience**

All Employees

SOP

60

For Dollar General policy on this topic, refer to the SOP numbers listed above.

CBL

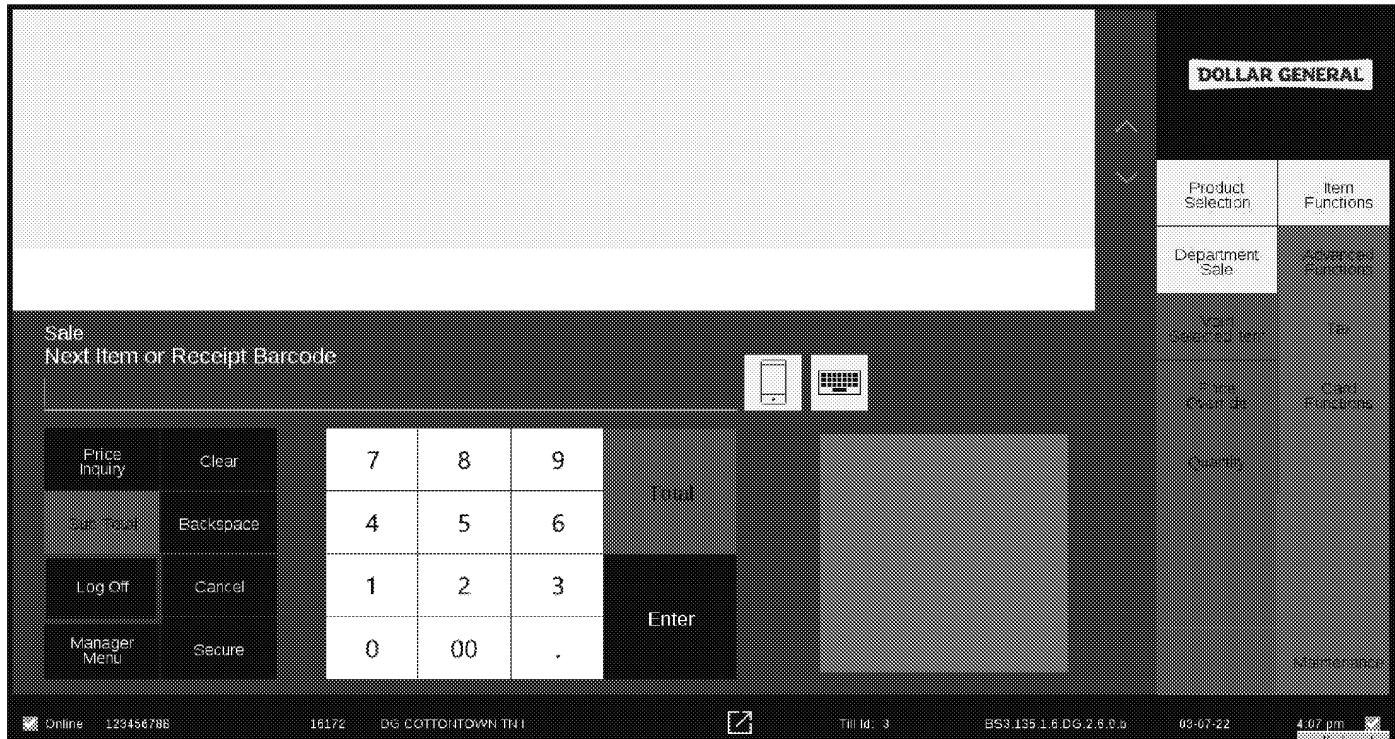
Sales Employee Register Training

Additional Resource

N/A

Action Steps**Description**

How to Logoff

Step 1 Select **LOG OFF****NOTE** Pop up message reads '**Do you want to remove the cash drawer?**'**Step 2** Select **YES****Step 3** Register drawer opens**Step 4** Remove the till**Step 5** Transport till to office**NOTE** Employee who logged off is still signed on till. **DO NOT** allow a different employee to run sales on this till until the first employee completes **END SESSION, LOG OFF, and selects YES to remove cash drawer**Additional instruction for **END SESSION** available on [page 10](#)

START OF DAY

Logoff - Do not pop tell open

Transaction Type**Logon/ End Session****Audience**

All Employees

SOP

60

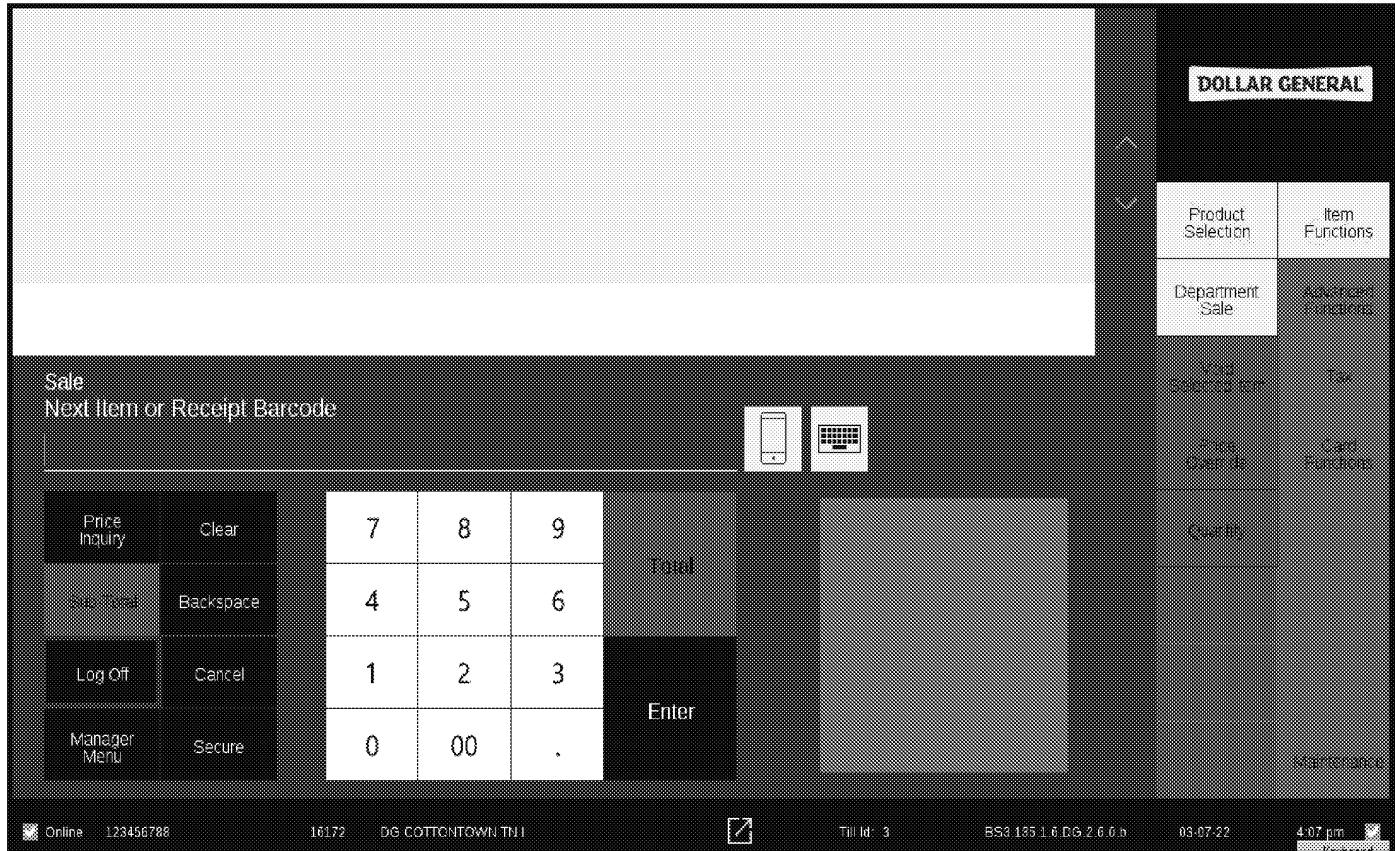
For Dollar General policy on this topic, refer to the SOP numbers listed above.

CBL

Sales Employee Register Training

Additional Resource

N/A

Action Steps**Description** How to Logoff**Step 1** Select **LOG OFF****NOTE** Pop up message reads '**Do you want to remove the cash drawer?**'**Step 2** Select **NO****Step 3** Screen reverts to login screen so another employee can login**NOTE** Employee who logged off is still signed on till. **DO NOT** allow a different employee to run sales on this till until the first employee completes **END SESSION, LOG OFF, and selects YES to remove cash drawer**Additional instruction for **END SESSION** available on [page 10](#)

Online 123456788

18172 DG COTTONTOWN TN I



Till ID: 3

BS3.135.1.6.DG.2.6.0.b

09-07-22

4:07 pm

START OF DAY

Moving Till to New Register on Same Session

Transaction Type**Logon/ End Session****Audience**

All Employees

SOP

60

For Dollar General policy on this topic, refer to the SOP numbers listed above.

CBL

Sales Employee Register Training

Additional Resource

N/A

Action Steps

Description How to move till between lanes while remaining on same session

Step 1 Select **LOG OFF**

NOTE Pop up message reads '**Do you want to remove the cash drawer?**'

Step 2 Select **YES**

NOTE Register drawer pops open

Step 3 Remove till and paperwork from register drawer

NOTE Screen reverts to login screen so another employee can login the register with different till

Step 4 Place existing till in new lane register drawer

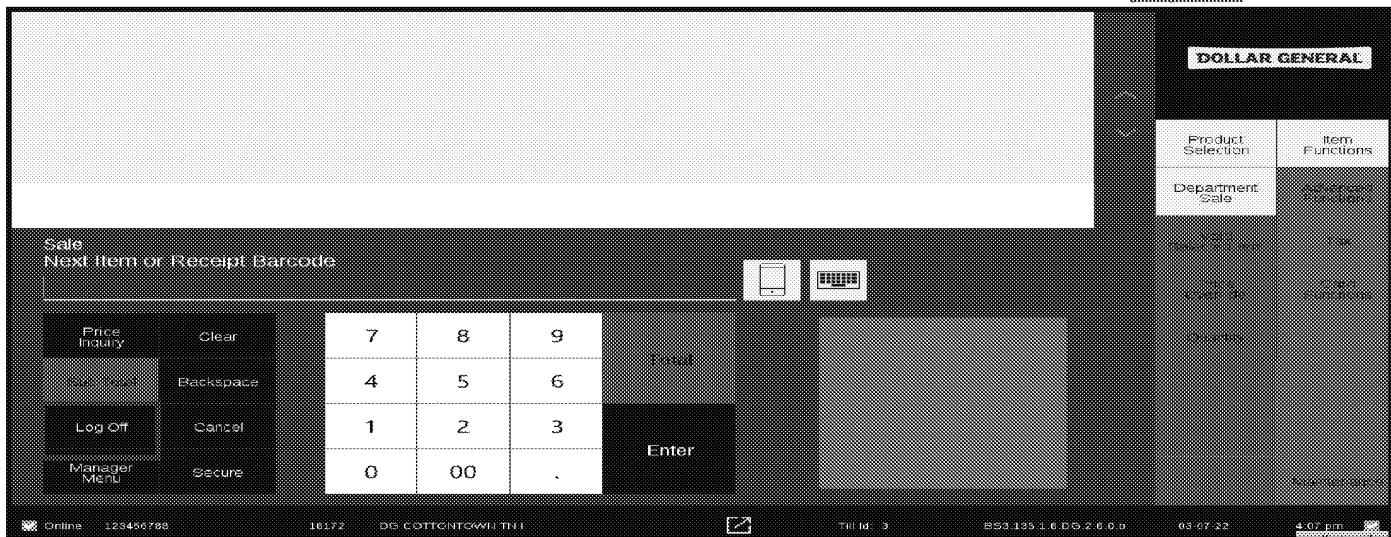
Step 5 Close register drawer

Step 6 Log on (sign on) new register lane

NOTE **DO NOT** enter another starting bank

Employee must END SESSION, LOG OFF, and select YES to remove cash drawer at end of shift.

Additional instruction for **END SESSION** available on page 10



START OF DAY

Register Balancing Slip

Transaction Type	Register Balancing Slip
Audience	All Employees 94, 95, 104, 215
SOP	For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resource	N/A
Action Steps	
Description	How to complete register balancing slip process
Step 1	At the beginning of each shift the key carrier will count with the employee his or her beginning till using the Cashmaster
Step 2	The employee must initial the slip to note that he or she agrees with the starting amount in the till
Step 3	At the end of the shift the key carrier will count the drawer using the Cashmaster, fill out all fields and initial the register balancing slip
Step 4	Attach register balancing slip to Store Performance Summary Report
Step 5	File Store Performance Summary Report in Weekly Sales and Cash Analysis Envelope
NOTE	Register balancing slips are printable on STOREnet Store Forms

Attach all in-store reports here.

Register Balancing Slip

Associate Name: _____ Date: _____

Beginning Till Verification (Associate Initials: _____) \$ _____

Count Till At End of Shift

\$ Amount Cash (exclude beginning till) \$ _____

\$ Amount Checks \$ _____

\$ Amount Cash Pick-ups \$ _____

Short/Over (enter from Short Over Report) \$ _____

Manufacturers' Coupons # _____ \$ _____

Store Manager (or manager on duty) Initials: _____

Place this slip in the drawer at the beginning of the shift.

K-34C-20123017

START OF DAY

Starting Bank

Transaction Type	Starting Bank
Audience	All Employees
SOP	104 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resource	N/A
Action Steps	
Description	How to enter starting bank
Step 1	Select MANAGER MENU
Step 2	Select CASH OFFICE
Step 3	Select STARTING BANK
NOTE	Screen reads ' Sale Authorization Needed '
Step 4	Key carrier enters Employee ID
Step 5	Select ENTER
Step 6	Key carrier enters Cashier ID
Step 7	Select ENTER
Step 8	Register drawer pops open
Step 9	Using the keypad, enter total amount of cash (include decimal point) from Register Balancing Slip
Step 10	Select CONFIRM
Step 11	Pop up message reads ' Please close the cash drawer '
Step 12	Close the register drawer
Step 13	Pop up message reads ' Are you sure you want to add this starting bank? '
Step 14	Select YES
Step 15	Starting Bank receipt will print
Step 16	Attach to Register Balancing Slip
Step 17	Place Register Balancing Slip and Starting Bank Receipt in register drawer
Step 18	Select CANCEL to return to main menu

START OF DAY

Session Detail Report - Summary (Till Over/ Short)

Transaction Type	End of Day Paperwork
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	104 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resource	N/A
Action Steps	
Description	How to print Session Detail Report - Summary in Vision Commerce Suite
Step 1	On STOREnet computer
Step 2	Select DAILY
Step 3	Select MONEY COUNTING
Step 4	Select ADDITIONAL CASH MANAGEMENT TOOLS - OPEN
Step 5	Log into VCS using the following steps
Step 6	Enter Employee ID in Username field
Step 7	Enter Cashier ID in Password field
Step 8	Select LOGIN
NOTE	Select employees may receive a list of stores to choose from. The employee should always select his or her home store
Step 9	Select ENTER
Step 10	Select CASH FUNCTION
Step 11	Select CASH OFFICE REPORTS
Step 12	Select SESSION DETAIL REPORT
Step 13	Select DATE
Step 14	Select RECONCILED
Step 15	Select SUMMARY
Step 17	Select NEXT
Step 18	Select ALL
Step 19	Select NEXT
Step 20	Select PRINT
NOTE	Directions continued on <u>next page</u>

START OF DAY

Session Detail Report - Summary (Till Over/ Short)

Transaction Type

End of Day Paperwork

Audience

Store Manager, Assistant Manager, Lead Sales Associate

SOP

104
For Dollar General policy on this topic, refer to the SOP numbers listed above.

CBL

N/A

Additional Resource

N/A

Session Detail Report

Outlet:		12408 - DG HILLSBORO TN MAIL									
Session Start Date:		11/21/2022									
Run by:		470									
Created on:		11/22/2022 12:46:31									
Sessions Selected:		All									
Session No.	Status	Start Date	Oper / Till	Tender	Expected	Declaration	Difference	Total Float in Declaration	Totals of Pickups	Total Pay In	Total Pay Out
3956	Reconciled	11/21/2022 12:04:23	90- N H 1	Cash	334.72	484.72	150.00	0.00	250.00	0.00	0.00
				Visa	278.00	278.00	0.00	0.00	0.00	0.00	0.00
				MasterCard	140.26	140.26	0.00	0.00	0.00	0.00	0.00
				Amex	0.00	0.00	0.00	0.00	0.00	0.00	0.00
				Visa Debit	270.78	270.78	0.00	0.00	0.00	0.00	0.00
				MasterCard Credit	174.17	174.17	0.00	0.00	0.00	0.00	0.00
				EBT Food	35.75	35.75	0.00	0.00	0.00	0.00	0.00
				TOTAL:	1,235.82	1,383.82	150.00	150.00	250.00	0.00	0.00
3955	Reconciled	11/21/2022 07:53:48	812496- 0111	Cash	386.15	706.15	320.00	0.00	0.00	0.00	0.00
				Visa	243.08	243.08	0.00	0.00	0.00	0.00	0.00
				MasterCard	281.16	281.16	0.00	0.00	0.00	0.00	0.00
				Visa Debit	417.31	417.31	0.00	0.00	0.00	0.00	0.00
				MasterCard Debit	412.00	412.00	0.00	0.00	0.00	0.00	0.00
				EBT Food	198.85	198.85	0.00	0.00	0.00	0.00	0.00
				Amex	63.31	63.31	0.00	0.00	0.00	0.00	0.00
				TOTAL:	2,001.85	2,321.85	320.00	320.00	0.00	0.00	0.00

**** Summary ****

Tender	Expected	Declaration	Difference	Float in Declaration	Pickups	Pay In	Pay Out
4	720.87	1,190.87	470.00	150.00	250.00	0.00	0.00
Cash	621.22	521.22	0.00	0.00	0.00	0.00	0.00
Visa	421.41	421.41	0.00	0.00	0.00	0.00	0.00
MasterCard	688.09	688.09	0.00	0.00	0.00	0.00	0.00
Visa Debit	588.17	588.17	0.00	0.00	0.00	0.00	0.00
MasterCard Debit	234.60	234.60	0.00	0.00	0.00	0.00	0.00
EBT Food	63.31	63.31	0.00	0.00	0.00	0.00	0.00
Amex	3,236.87	3,706.87	470.00	0.00	250.00	0.00	0.00
TOTAL:							

**** End Of Report ****

Circle the following information on the report

- 1 Expected cash sales completed for the session
- 2 Difference - Float in Declaration = Till Cash Over/ Short
 - * Session 3956 evenly balanced, Session 3955 was +\$20
 - * If session expected cash sales but no Float in Declaration entered, the Difference is the actual till over/ short cash
- 3 Pick Ups, Paid Ins, Pay Outs identified by amounts per session
- 4 Total cash sales reconciled for the day

START OF DAY

Store Performance Summary Report (EOD Report)

Transaction Type	End of Day Paperwork
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	104 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resource	N/A
Action Steps	
Description	How to print End of Day Paperwork in Vision Commerce Suite
Step 1	On STOREnet computer
Step 2	Select DAILY
Step 3	Select MONEY COUNTING
Step 4	Select ADDITIONAL CASH MANAGEMENT TOOLS - OPEN
Step 5	Log into VCS using the following steps
Step 6	Enter Employee ID in Username field
Step 7	Enter Cashier ID in Password field
Step 8	Select LOGIN
NOTE	Select employees may receive a list of stores to choose from. The employee should always select his or her home store
Step 9	Select ENTER
Step 10	Select REPORTS
Step 11	Select STORE PERFORMANCE SUMMARY REPORT
Step 12	Select yesterday's date in both fields
Step 13	Select Summary
Step 14	Select NEXT
Step 15	Select PRINT
NOTE	Directions continued on <u>next page</u>

START OF DAY**Store Performance Summary Report (EOD Report)**

Transaction Type	End of Day Paperwork
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	104 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resource	N/A

Store Performance Summary Report

Outlet :	12406 - DG HILLSBORO TN MAIL	Created on :	11/22/2022 07:29:52
INCOME			
DEPARTMENT SALES			
	Net Sales Total	Quantity 1,708	Sales 6,347.48
SERVICES	Total	Quantity 0	Sales 0.00
	Sales and Services Total	1708	6,347.48
PAID IN TILL	Total Paid In Till	Quantity 0	Total 0.00
PAID IN SAFE	Total Paid In Safe	Quantity 0	Total 0.00
TILL OVERAGES	Cash	Quantity 0	Foreign Currency Total 20.00
	Total Till Overage (in local cash)	0	20.00
PAYMENTS			
PREPARED BANKING			
Cash		Foreign Currency	Prepared in date 1 -2,736.79
PAID OUT TILL	Total Paid Out Till	Quantity 0	Total 0.00
GRATUITY PAID OUT TILLS	Net Gratuity Paid Out	Quantity 0	Total 0.00
PAID OUT SAFE	Total Paid Out Safe	Quantity 0	Total 0.00
TILL SHORTAGES	Cash Grouped Manufacturer Coupon	Quantity 0 -1	Foreign Currency Total -21.27 -1.00 -22.27
	Total Till Shortage (in local cash)	-1	
OTHER INFORMATION			
TENDER DETAILS	Cash	Quantity 169	Foreign Currency 2 Total 2,737.79

Circle the following information on the report

- 1 Total amount of keyed deposit
- 2 Total cash sales completed on Point of Sale - does not include Paid In or Paid Outs

NOTE **Cash Tender Line - Prepared Banking = Deposit Over/ Short Cash****Attach register paperwork and file in Weekly Sales Analysis Envelope.**

START OF DAY

End of Day Troubleshooting

Transaction Type**End of Day Troubleshooting****Audience**

Store Manager, Assistant Manager, Lead Sales Associate

104

SOP

For Dollar General policy on this topic, refer to the SOP numbers listed above.

CBL

N/A

Additional Resource

N/A

Action Steps**Description** Are sessions being closed at end of every shift?**Step 1** On STOREnet computer**Step 2** Select **DAILY****Step 3** Select **MONEY COUNTING****Step 4** Select **ADDITIONAL CASH MANAGEMENT TOOLS - OPEN****Step 5** Enter Employee ID in Username field**Step 6** Enter Cashier ID in Password field**Step 7** Select **LOGIN****NOTE** Select employees may receive a list of stores to choose from. The employee should always select his or her home store**Step 8** Select **CASH FUNCTIONS****Step 9** Select **TILLS****Step 10** Select **END TILL SESSION****NOTE** If multiple sessions are displayed these sessions have not been ended

Key carrier needs to end and then reconcile all sessions from prior days

Staffed lanes end session after every assigned till change

End Till Session

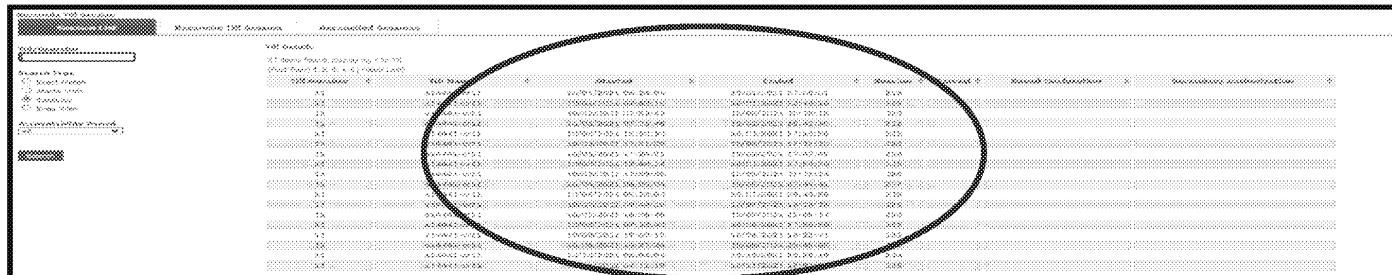
1. Enter Details 2. Confirm Details 3. Results

Till/Operator		Till Details		Session				Status		Office	
Till/Operator		Till Details		Accountability		Started	Session	Status		Office	
<input type="radio"/> Start New	<input checked="" type="radio"/> End Shift	<input type="radio"/> Start New	<input checked="" type="radio"/> End Shift	12	511817-0712	Flexible cash cycle	07/23/2020 07:00:35	450	Open	<input type="checkbox"/>	<input type="checkbox"/>
Accountability Period		Operator Details									
(28)		Operator Details		0 times found, displaying all entries.							
				Operator No.	Operator Name	Accountability	Started	Session	Status	Office	
				12	511817-0712	Flexible cash cycle	07/23/2020 07:00:35	450	Open	<input type="checkbox"/>	<input type="checkbox"/>

START OF DAY

End of Day Troubleshooting

Transaction Type	End of Day Troubleshooting
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	104 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resource	N/A
Action Steps	
Description	Are tills being reconciled for every session?
Step 1	On STOREnet computer
Step 2	Select DAILY
Step 3	Select MONEY COUNTING
Step 4	Select ADDITIONAL CASH MANAGEMENT TOOLS - OPEN
Step 5	Enter Employee ID in Username field
Step 6	Enter Cashier ID in Password field
Step 7	Select LOGIN
NOTE	Select employees may receive a list of stores to choose from. The employee should always select his or her home store
Step 8	Select CASH FUNCTIONS
Step 9	Select TILLS
Step 10	Select RECONCILE TILL SESSION
NOTE	If multiple sessions are displayed these sessions have not been reconciled. Key carrier needs to reconcile all sessions from prior days.
Refer to page 119 for detailed instructions	



START OF DAY

Action Banking

Transaction Type	Action Banking
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	104 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resource	N/A
Action Steps	
Description	Action Banking is the process of signing out deposit to transport to the bank
Step 1	On STOREnet computer
Step 2	Select DAILY
Step 3	Select MONEY COUNTING
Step 4	Select ADDITIONAL CASH MANAGEMENT TOOLS - OPEN
Step 5	Enter Employee ID in Username field
Step 6	Enter Cashier ID in Password field
Step 7	Select LOGIN
NOTE	Select employees may receive a list of stores to choose from. The employee should always select his or her home store
Step 8	Select CASH FUNCTIONS
Step 9	Select SAFE
Step 10	Select ACTION BANKING
Step 11	Type employee name in DEPOSIT TRANSPORTED BY field
Step 12	Select NEXT
Step 13	Select SAVE
NOTE	Store Manager (or manager on duty as delegated by the Store Manager) completes Action Banking every day before closing key carrier completes end of day

START OF DAY

Action Banking Report (Deposit Log)

Transaction Type	Action Banking
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	104 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resource	N/A
Action Steps	
Description	Action Banking is the process of signing out deposit to transport to the bank
Step 1	On STOREnet computer
Step 2	Select DAILY
Step 3	Select MONEY COUNTING
Step 4	Select ADDITIONAL CASH MANAGEMENT TOOLS - OPEN
Step 5	Enter Employee ID in Username field
Step 6	Enter Cashier ID in Password field
Step 7	Select LOGIN
NOTE	Select employees may receive a list of stores to choose from. The employee should always select his or her home store
Step 8	Select CASH FUNCTIONS
Step 9	Select CASH OFFICE REPORTS
Step 10	Select AUDIT CASH REPORT
Step 11	Select DATE RANGE
Step 12	Select INCLUDE SAFE box
Step 13	Select BANKING from Session Event Type
Step 14	Select NEXT
Step 15	Select PRINT

START OF DAY

Action Banking Report (Deposit Log)

Transaction Type	Action Banking
Audience	Store Manager, Assistant Manager, Lead Sales Associate
SOP	104 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resource	N/A

Cash Office Transactions

Outlet : 12406 - DG HILLSBORO TN MAIL
Created on : 11/22/2022 10:16:58
Event Type : Banking

Date / Time	User	User Name	Op/Till	Session Id	Event Type	Reason	Status	Count	Value
11/21/2022 07:55:27	9 1 8	NICOLE	SAFE2	3941	Banking		Reconciled		
		Cash						4	-2,115.71
	2	Bag Reference	c6045582						
		Collection Date	11/21/2022 07:55:27						
	3	Bank Reference	c6045582						

Session Created 11/19/2022 14:04:59 Method Opened: Cash Office Expected End Date:
 Acct Period:Flexible cash cycle

**** End Of Report ****

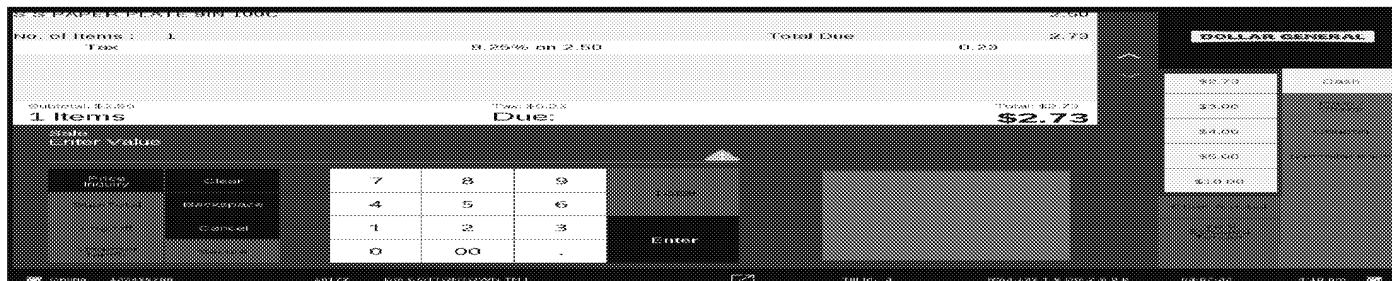
Circle the following information on the report

- 1 Date Transported to Bank and who transported deposit
- 2 Deposit bag #
- 3 Key Carrier Name who made deposit
- 4 Deposit Amount

Cash Sales/ Travelers Checks

Transaction Type	Cash Sales/ Travelers Checks
Audience	All Employees 69, 70, 73, 95, 98, 193
SOP	For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resource - CBL	Sales Employee Shrink Awareness Training - Day 2

Action Steps	
Description	How to process complete cash sales
NOTE	Process Travelers Checks as cash
Step 1	Logon to the register
Step 2	Scan all merchandise being purchased using One Item = One Scan
Step 3	Select TOTAL
NOTE	Pop up message reads ' Would you like to donate \$X.XX to Literacy Round Up by rounding up your total to \$X.XX' Ask customer if they would like to donate to Literacy Round Up Select YES or NO based on customer response
Step 4	Select exact change or by next largest denomination in descending order
Step 5	Register drawer pops open
Step 6	Place the cash from the customer in the register drawer
Step 7	Remove any cash from the till if customer is to receive change
Step 8	Count the change back to the customer
Step 9	Close the register drawer
Step 10	Receipt prints
Step 11	Give the receipt to the customer.
NOTE	If the customer does not want the receipt, tear up the receipt, and discard it.



Credit/ Debit Card Sales

Transaction Type	Credit/ Debit Card Sales
Audience	All Employees
SOP	74, 75, 193 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resource - CBL	Sales Employee Shrink Awareness Training - Day 2
Action Steps	
Description	How to process debit/ credit sales transaction
Step 1	Scan all merchandise being purchased using One Item = One Scan
Step 2	Select TOTAL
NOTE	Pop up message reads ' Would you like to donate \$X.XX to Literacy Round Up by rounding up your total to \$X.XX ' Ask customer if they would like to donate to Literacy Round Up. Select YES or NO based on customer response
Step 3	Select CARD/CHECK
Step 4	Select CARD PAYMENTS
Step 5	Ask customer to swipe debit/ credit card on payment terminal
NOTE	Customer may swipe card at any time during transaction
Step 6	Compare name on debit/ credit card to name on identification
NOTE	If customer refuses to provide ID, proceed with sale If customer presents identification that does not match the card, ask customer for another form of tender
Step 7	When prompted on terminal, customer should select CREDIT as payment type
Step 8	The customer should select YES at the "Correct?" prompt to approve the amount displayed
Step 9	If customer selects NO , screen will display "Please Wait for Cashier" Ask customer for other tender to proceed with transaction
Step 10	If customer selected YES , Ask customer to sign name on the payment terminal with the attached pen
NOTE	Directions continued on <u>next page</u>

Credit/ Debit Card Sales

Transaction Type

Credit/ Debit Card Sales

Audience

All Employees

SOP

74, 75, 193

For Dollar General policy on this topic, refer to the SOP numbers listed above.

CBL

Sales Employee Register Training

Additional Resource - CBL

Sales Employee Shrink Awareness Training - Day 2

Action Steps

- Step 11** Ask the customer to select **DONE**. The payment terminal will display "Approved"
- Step 12** Receipt prints
- Step 13** Give the receipt to the customer

SALES/PAYMENT**SNAP Sales****Transaction Type****SNAP Sales****Audience**

All Employees

SOP

76, 193

For Dollar General policy on this topic, refer to
the SOP numbers listed above.**CBL**

Sales Employee Register Training

Additional Resource - CBL

2020 SNAP for Store Employees

Action Steps**Description** How to process SNAP sales transaction**Step 1** Scan all merchandise being purchased using One Item = One Scan**Step 2** Select **TOTAL****NOTE** Pop up message reads '**Would you like to donate \$X.XX to Literacy Round Up by rounding up your total to \$X.XX**'

Ask customer if they would like to donate to Literacy Round Up.

Select **YES** or **NO** based on customer response**Step 3** Select **CARD/CHECK****Step 4** Select **CARD PAYMENTS****Step 5** Ask customer to swipe SNAP card on pinpad. The customer may swipe his or her card at any time during the transaction**NOTE** If card swipe is not successful, manually enter the SNAP food card number, and press **ENTER****Step 6** Direct customer to select **FOOD** on pinpad**NOTE** All SNAP food transactions must occur before any SNAP cash transaction can be processed**Step 7** Ask customer to enter pin # on pinpad**Step 8** Ask customer to select **ENTER** on the payment terminal screen. All items that qualify for SNAP food benefits will be displayed and totaled.**Step 9** Ask customer to select **YES** on the pinpad**Step 10** If customer selects **NO**, the payment terminal will display "Wait for Cashier." The register screen will display "Customer did not Approve – Press Any Key." Ask the customer which tender s/ he would like to use**NOTE** Directions continued on next page

SALES/PAYMENT**SNAP Sales****Transaction Type****SNAP Sales****Audience**

All Employees

SOP

76, 193

For Dollar General policy on this topic, refer to
the SOP numbers listed above.**CBL**

Sales Employee Register Training

Additional Resource - CBL

2020 SNAP for Store Employees

Action Steps

- Step 11** If there are items in the sale that are not covered by SNAP food and there is an amount due for the sale, ask the customer which tender he or she would like to use to pay for the balance
- Step 12** If the customer has no additional tender, use Transaction Void to cancel sale and credit the amount back to the SNAP card
- Step 13** Process the remaining balance using that tender
- Step 14** Receipt prints
- Step 15** Give the receipt to the customer

SALES/PAYMENT**OTC Card Sales**

Transaction Type	OTC Card Sales
Audience	All Employees
SOP	219 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resource—START Reference	OTC MEDAGATE - Quick Reference Guide
Action Steps	
Description	How to process OTC card sale
Step 1	Scan all merchandise being purchased using One Item = One Scan
Step 2	Select TOTAL
NOTE	Pop up message reads ' Would you like to donate \$X.XX to Literacy Round Up by rounding up your total to \$X.XX '
	Ask customer if they would like to donate to Literacy Round Up.
	Select YES or NO based on customer response
Step 3	Select CARD/CHECK
Step 4	If barcode present on card - Select SCAN OTC CARD
Step 5	Scan OTC card
NOTE	If no barcode present on card - Select CARD PAYMENTS
Step 6	Pop up message reads ' OTC spend applied. OTC discounts not available.
NOTE	If OTC discount not accepted - pop up message reads ' No discounts/incentive or spend available.
Step 7	Select CONTINUE
Step 8	Receipt prints
Step 9	Give the receipt to the customer

Contactless Payment Sales

Transaction Type	Contactless Payment Sales
Audience	All Employees 193, 213
SOP	For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resource - CBL	Sales Employee Shrink Awareness Training - Day 2
Action Steps	
Description	How to process contactless payment (example Apple Pay)
Step 1	Scan all merchandise being purchased using One Item = One Scan
Step 2	Select TOTAL Pop up message reads ' Would you like to donate \$X.XX to Literacy Round Up by rounding up your total to \$X.XX ' Ask customer if they would like to donate to Literacy Round Up. Select YES or NO based on customer response
Step 3	Select CARD/CHECK
Step 4	Select CARD PAYMENTS
Step 5	Customer taps contactless credit card or holds contactless payment device to the left of pinpad keypad
Step 6	Receipt prints
Step 7	Give the receipt to the customer

SALES/PAYMENT**Check Sales**

Transaction Type	Check Sales
Audience	All Employees
SOP	72, 82, 85, 193 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resource - CBL	Sales Employee Shrink Awareness Training - Day 2
Action Steps	
Description	How to process check sales transaction
Step 1	Scan all merchandise being purchased using One Item = One Scan
Step 2	Select TOTAL
NOTE	Pop up message reads ' Would you like to donate \$X.XX to Literacy Round Up by rounding up your total to \$X.XX ' Ask customer if they would like to donate to Literacy Round Up. Select YES or NO based on customer response
Step 3	Select CARD/CHECK
Step 4	Select CHECK
Step 5	Insert check face down into check reader with the MICR number to the right
Step 6	Ask for photo identification (valid identification includes driver's license, military ID, or state-issued ID)
Step 7	Review identification to ensure it is valid (not expired) and is the same person presenting the check (for personal checks)
NOTE	Employee should only accept a check if the identification is current and not expired and identifies the person presenting the check. If the identification is expired or the identification does not represent the person on the check, do not accept the check. Ask the person if they would like to complete the transaction with another tender.
Step 8	Select ENTER
Step 9	Pop up message reads ' Insert check face down MICR numbers to the right '
NOTE	Directions continued on <u>next page</u>

SALES/PAYMENT**Check Sales****Transaction Type****Check Sales****Audience**

All Employees

SOP

72, 82, 85, 193

For Dollar General policy on this topic, refer to the SOP numbers listed above.

CBL

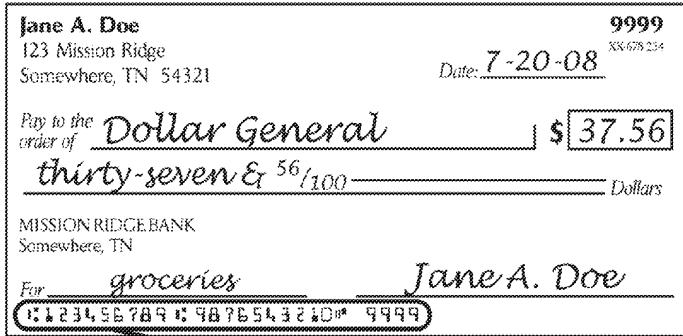
Sales Employee Register Training

Additional Resource - CBL

Sales Employee Shrink Awareness Training - Day 2

Action Steps**Step 10** Type the following information in the appropriate fields:

- * State
- * Drivers License #
- * Date of Birth

Step 11 Select **ACCEPT****Step 12** Direct customer to select **ACCEPT** on pinpad**Step 13** Direct customer to sign the pinpad**Step 14** Direct customer to select **ACCEPT** on pinpad**Step 15** Once check processes remove check**Step 16** Pop up message reads '**Please Return check to the customer**'**Step 17** Select **CONTINUE****Step 18** Receipt prints**Step 19** Give the receipt to the customer**Step 20** No checks should ever be placed in the deposit bag and sent to the bank**NOTE** Checks are not an acceptable form of tender to purchase giftcards - SOP 85**MICR Number****Example of a Completed Check**

The bottom line of a check must always be printed in the MICR (Magnetic Ink Character Recognition) typeface.

SALES/PAYMENT**Multiple Tender Sales**

Transaction Type	Multiple Tender Sales
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Audience	All Employees
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SOP	79, 193 For Dollar General policy on this topic, refer to the SOP numbers listed above.
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CBL	Sales Employee Register Training
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Additional Resource - CBL	Sales Employee Shrink Awareness Training - Day 2
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Action Steps	
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Description	How to process multiple tender sale
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NOTE	If a customer wants to pay with 2 or more types of tender, perform a split tender transaction.
-------------	--

	Coupons are to be done prior to tender
--	--

	If a SNAP card is involved, the sale must be processed in the following order:
	A. SNAP food
	B. OTC
	C. SNAP cash
	D. Gift card
	E. Debit card or credit card
	F. ECC Check
	G. Cash

Step 1	Scan all merchandise being purchased using One Item = One Scan
---------------	--

Step 2	Select TOTAL
---------------	---------------------

NOTE	Pop up message reads ' Would you like to donate \$X.XX to Literacy Round Up by rounding up your total to \$X.XX '
-------------	--

	Ask customer if they would like to donate to Literacy Round Up.
--	---

	Select YES or NO based on customer response
--	---

Step 3	Select CARD/ CHECK
---------------	---------------------------

Step 4	Swipe/ insert card on pinpad
---------------	------------------------------

Step 5	Pinpad reads Total Amount \$X.XX correct?
---------------	---

Step 6	Customer selects 'No' on pinpad
---------------	---------------------------------

Step 7	Type amount customer wants to apply to card
---------------	---

Step 8	Select ENTER
---------------	---------------------

NOTE	Screen reflects amount selected deducted from total
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	Directions continued on <u>next page</u>
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Multiple Tender Sales

Transaction Type	Multiple Tender Sales
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Audience	All Employees
SOP	79, 193 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resource - CBL	Sales Employee Shrink Awareness Training - Day 2

Action Steps

- Step 9** Once all card tenders applied, complete transaction with cash if applicable
- Step 10** Receipt prints
- Step 11** Give the receipt to the customer

Manufacturer Coupons

Transaction Type	Manufacturer Coupons
Audience	All Employees 83, 196
SOP	For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	Sales Employee Register Training
Additional Resource - CBL	Sales Employee Shrink Awareness Training - Day 2
Action Steps	
Description	How to process manufacturer coupons
Step 1	Scan all merchandise being purchased using One Item = One Scan
Step 2	Scan all paper manufacturer coupons
NOTE	Only accept manufacturer coupons that scan at the register. DO NOT override manufacturer coupons that present an error when scanning or do not apply to the transaction.
Step 3	Select TOTAL
Step 4	Complete transaction based on tender customer provides
Step 5	Receipt prints
Step 6	Give the receipt to the customer

Digital Coupons

Transaction Type

Digital Coupons

Audience

All Employees

SOP

83, 196

For Dollar General policy on this topic, refer to the SOP numbers listed above.

CBL

Sales Employee Register Training

Additional Resource - CBL

Sales Employee Shrink Awareness Training - Day 2

Action Steps

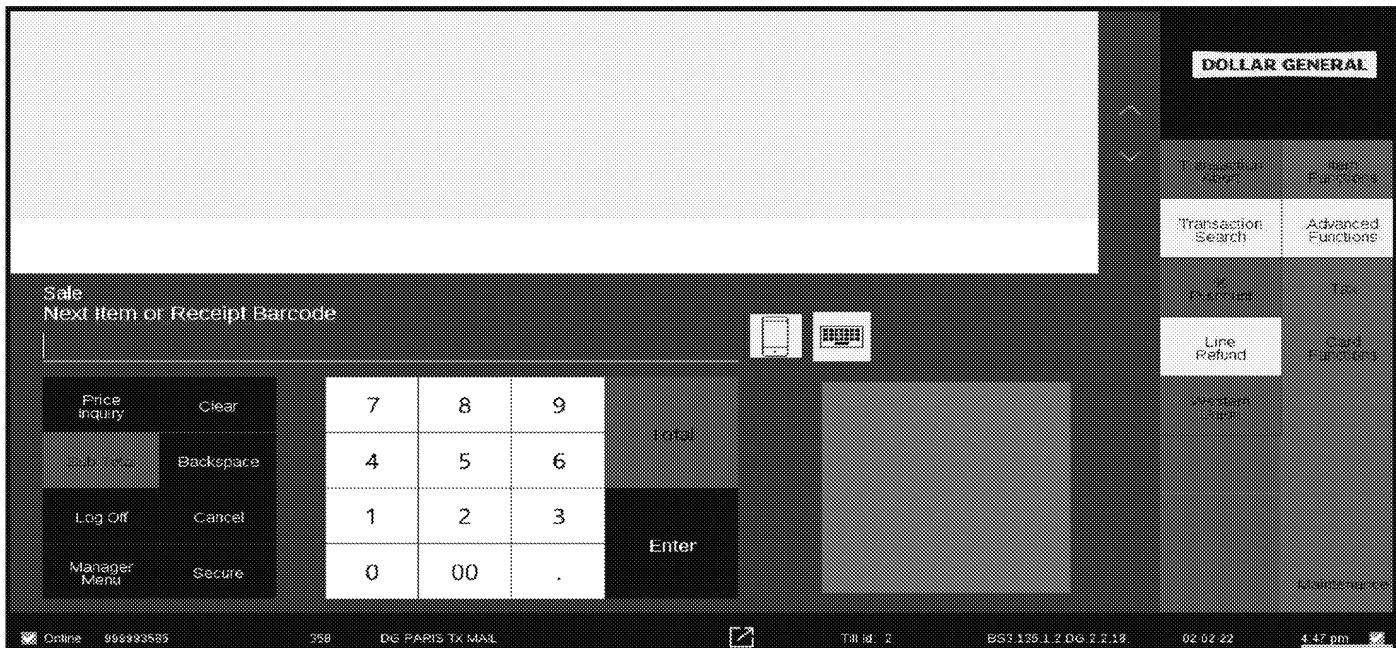
Description How to process digital coupons

Step 1 Customer enters phone number on pin pad to apply digital coupons to transaction

NOTE Customer is able to enter the phone number after the first item is scanned and before employee selects **TOTAL**

Step 2 If employee selects **TOTAL** before customer enters phone number on pinpad, or customer forgets to enter phone number, complete steps below in the following order:

- A. Select **CANCEL**
- B. Select **PHONE ICON**
- C. Ask customer to enter phone number on the pin pad
- D. Select **TOTAL**



SALES/PAYMENT

Coupon Override

Transaction Type**Manufacturer Coupons****Audience**

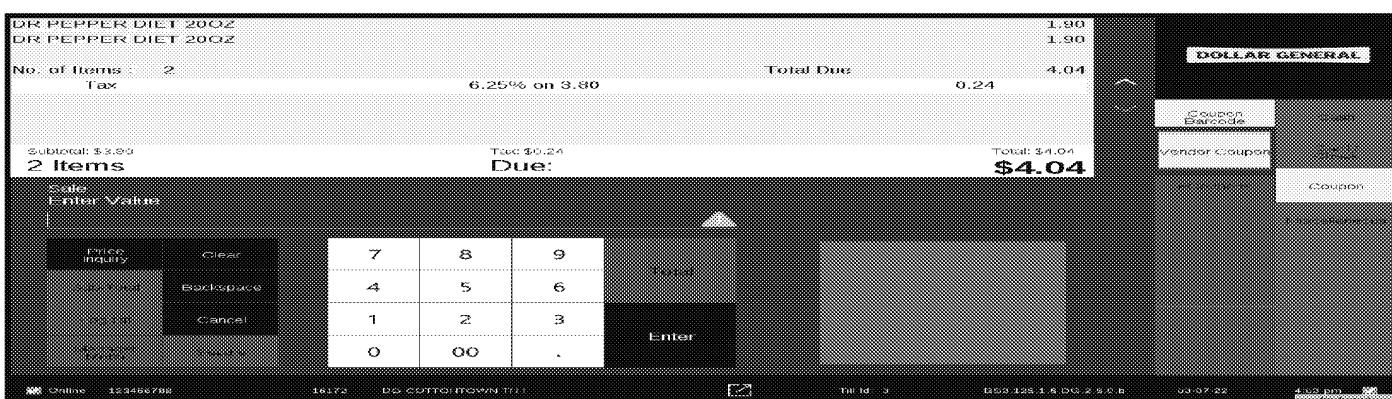
All Employees

SOP

83, 196

For Dollar General policy on this topic, refer to
the SOP numbers listed above.**CBL**

Sales Employee Register Training

Additional Resource - CBLSales Employee Shrink Awareness
Training - Day 2**Action Steps****Description** How to process manufacturer coupon override**NOTE** Only accept manufacturer coupons that scan at the register. **DO NOT**
override manufacturer coupons that present an error when scanning or**Step 1** Scan all merchandise being purchased using One Item = One Scan**Step 2** Select **TOTAL****Step 3** Select **COUPON****Step 4** Select **VENDOR COUPON****Step 5** Enter coupon value**Step 6** Press **ENTER****Step 7** Touch the item on the screen to identify item to apply coupon**Step 8** Press **SELECT ITEM****Step 9** Press **CONTINUE****Step 10** Complete transaction for customer based on tender provided**Step 11** Receipt prints**Step 12** Give the receipt to the customer

SALES/PAYMENT**Produce****Transaction Type****Giftcards****Audience**

All Employees

SOP

N/A

CBL

N/A

Additional Resource - CBL

N/A

Action Steps

Description	How to ring produce on the register
Step 1	Read PLU sticker code from produce item
Step 2	Type PLU # on the keypad
Step 3	Select Enter
Step 4	Select Total
Step 5	Complete transaction based on tender provided by customer
Step 6	Receipt prints
Step 7	Give the receipt to the customer

Giftcards - Dollar General Grand Opening

Transaction Type	Giftcards
Audience	All Employees
SOP	77, 85, 193 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	2020 Prepaid Card Fraud and Anti Money Laundering
Additional Resource - CBL	Sales Employee Shrink Awareness Training - Day 2
Action Steps	
Description	How to process a transaction with a Dollar General Grand Opening Giftcard
NOTE	If a customer is using both an EBT card and a Dollar General Gift Card to purchase merchandise, the EBT card must be tendered first
Step 1	Scan all other merchandise being purchased using One Item = One Scan
Step 2	Select TOTAL
Step 2	Select CARD/ CHECK
Step 3	Select GIFTCARD
NOTE	Dollar General Grand Opening and Customer Appreciation Gift Cards cannot be used to purchase electronic cigarettes, tobacco products, or alcoholic beverages (i.e., beer, wine, liquor, or any other form of alcohol for consumption). Please carefully review the terms listed on the Grand Opening and Customer Appreciation Gift Cards for any additional restricted items.
Step 4	Scan the UPC on the back of the giftcard
NOTE	If barcode does not scan, type the card number on the back of the card and select ENTER
Step 5	Type amount of transaction to apply to giftcard
Step 6	Select ENTER
Step 7	Receipt prints
Step 8	Give the receipt and giftcard to the customer
NOTE	All other forms of tender must be accepted before cash Dollar General Grand Opening Giftcards are not reloadable If a customer spends the balance of a Dollar General gift card and does not want it back, use scissors to cut the Dollar General gift card in half before throwing it in the wastebasket. DO NOT reuse "spent" cards

Giftcard - Dollar General Balance Inquiry

Transaction Type	Giftcard/ Balance Inquiry
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Audience	All Employees
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SOP	77, 85, 193 For Dollar General policy on this topic, refer to the SOP numbers listed above.
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CBL	2020 Prepaid Card Fraud and Anti Money Laundering
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Additional Resource - CBL	Sales Employee Shrink Awareness Training - Day 2
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Action Steps

Description	How to check balance of Dollar General Giftcards
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Step 1	Request the Dollar General gift card from the customer
---------------	--

Step 2	Select CARD FUNCTIONS
---------------	------------------------------

Step 3	Select BALANCE INQUIRY
---------------	-------------------------------

Step 4	Scan the UPC barcode on the back of the Dollar General Gift Card
---------------	--

NOTE	If barcode does not scan, type the card number on the back of the card and select ENTER
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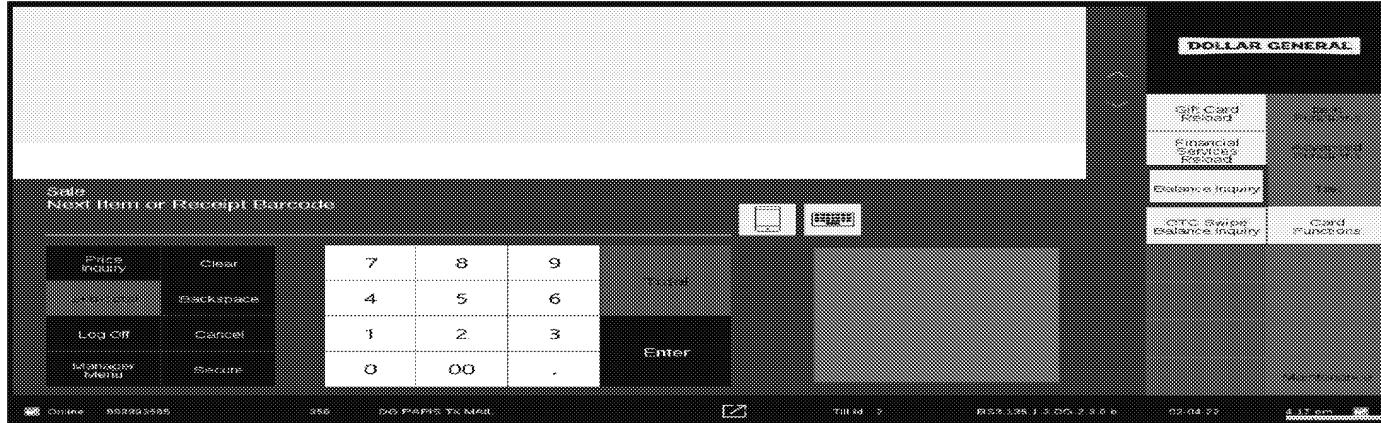
Step 5	Pop up messages reads ' Current balance \$X.XX ' with option to select one of the following:
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- * Reload
- * Print Balance
- * Cancel

Step 6	Select PRINT BALANCE to print receipt with giftcard balance
---------------	--

Step 7	Receipt prints
---------------	----------------

Step 8	Give giftcard and receipt to customer
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Giftcards - Dollar General Reload

Transaction Type	Giftcards/ Reload
Audience	All Employees
SOP	77, 85, 193 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	2020 Prepaid Card Fraud and Anti Money Laundering
Additional Resource - CBL	Sales Employee Shrink Awareness Training - Day 2
Action Steps	

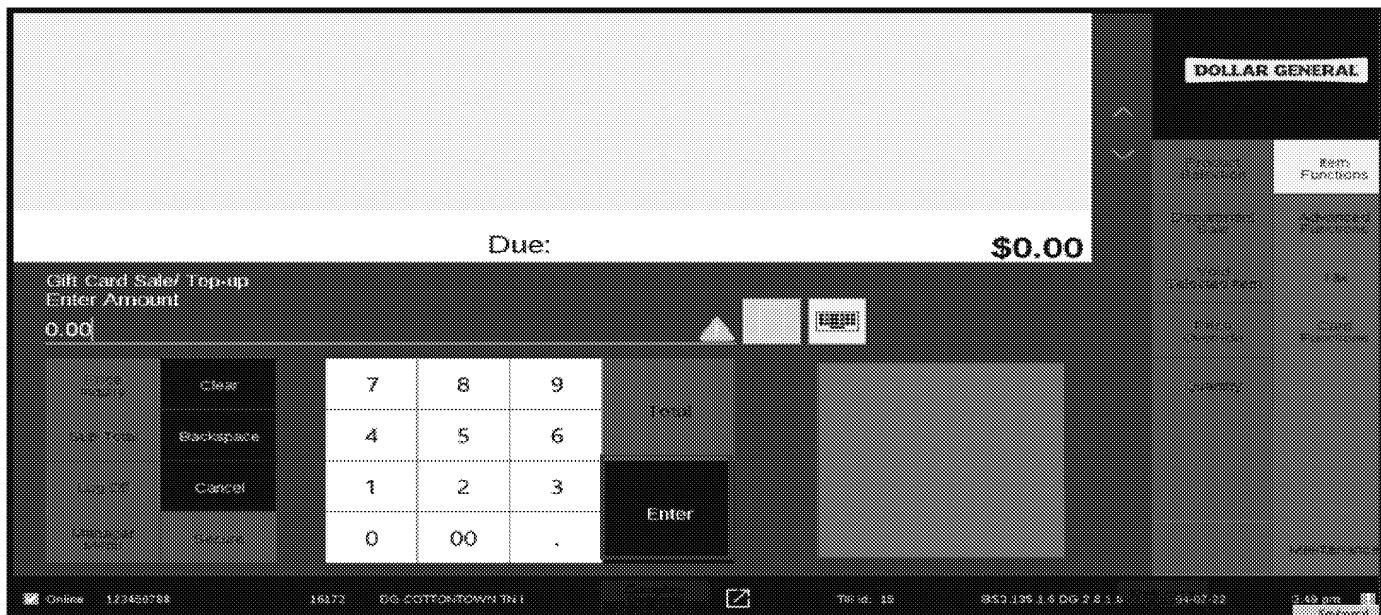
Description	How to reload Dollar General Giftcards
Step 1	Request the Dollar General gift card from the customer
Step 2	Select CARD FUNCTIONS
Step 3	Select GIFTCARD RELOAD
Step 4	Scan the UPC on the back of the giftcard
NOTE	If barcode does not scan, type the card number on the back of the card and select ENTER
Step 5	Pop up message reads ' Enter Gift Card Amt '
Step 6	Type the customer's requested amount
Step 7	Select ENTER
NOTE	A minimum of \$5 is required for activation or reload. Dollar General gift cards have a \$250 maximum limit
Step 5	Scan all other merchandise being purchased using One Item = One Scan
Step 6	Select TOTAL
Step 7	Tender transaction
Step 8	Receipt prints
NOTE	The authorization number and Dollar General gift card balance will print on the receipt
Step 9	Give the receipt and giftcard to the customer
NOTE	If your store is a Fuel Center, note that the magnetic stripe on the back of the Dollar General Fuel Card is only used when redeeming fuel at the pump. The magnetic stripe on the Dollar General Fuel Card is not used at a store register.

Giftcard - Dollar General Cashout

Transaction Type	Giftcard/ Cashout
Audience	All Employees
SOP	77 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	2020 Prepaid Card Fraud and Anti Money Laundering
Additional Resource - CBL	Sales Employee Shrink Awareness Training - Day 2
Action Steps	
Description	How to cashout Dollar General Giftcards
Step 1	Select MANAGER MENU
Step 2	Select GIFT CARD CASH OUT
NOTE	Screen reads ' Sale Authorization Needed '
Step 3	Key Carrier enters Employee ID
Step 4	Select ENTER
Step 5	Key carrier enters Cashier ID
Step 6	Select ENTER
Step 7	If back of card will not scan—type card # on back of card and select ENTER
NOTE	Pop up message displays giftcard number and balance
Step 8	Select CONTINUE
NOTE	Pop up message reads ' Are you sure you want to reduce the balance to zero? '
Step 9	Select YES
Step 10	Select MISCELLANEOUS
Step 11	Select CHANGE TENDER TYPE
Step 12	Select exact change button displayed to the left of CASH button
Step 13	Register till pops open
NOTE	Give customer change and receipt
Step 14	Close register till

Giftcard - Variable Amount Giftcard

Transaction Type	Giftcard/ Cashout
Audience	All Employees
SOP	77, 85 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	2020 Prepaid Card Fraud and Anti Money Laundering
Additional Resource - CBL	Sales Employee Shrink Awareness Training - Day 2
Action Steps	
Description	How to process giftcards that are available for variable amounts
Step 1	Scan variable amount giftcard being purchased using One Item = One Scan
NOTE	Activating a Dollar General Variable Amount Giftcard will require employee to remove the sticker covering the barcode prior to scanning the barcode
Step 2	Type the customer's requested amount
Step 3	Select ENTER
Step 4	Select TOTAL
Step 5	Tender transaction
NOTE	Receipt prints
Step 6	The authorization number will print on the receipt
Step 7	Give the receipt to the customer
NOTE	Checks are not an acceptable form of tender to purchase giftcards - SOP 85



SALES/PAYMENT**Giftcard - Financial Services Reload****Transaction Type****Giftcard/ Reload****Audience**

All Employees

SOP

77, 85, 193

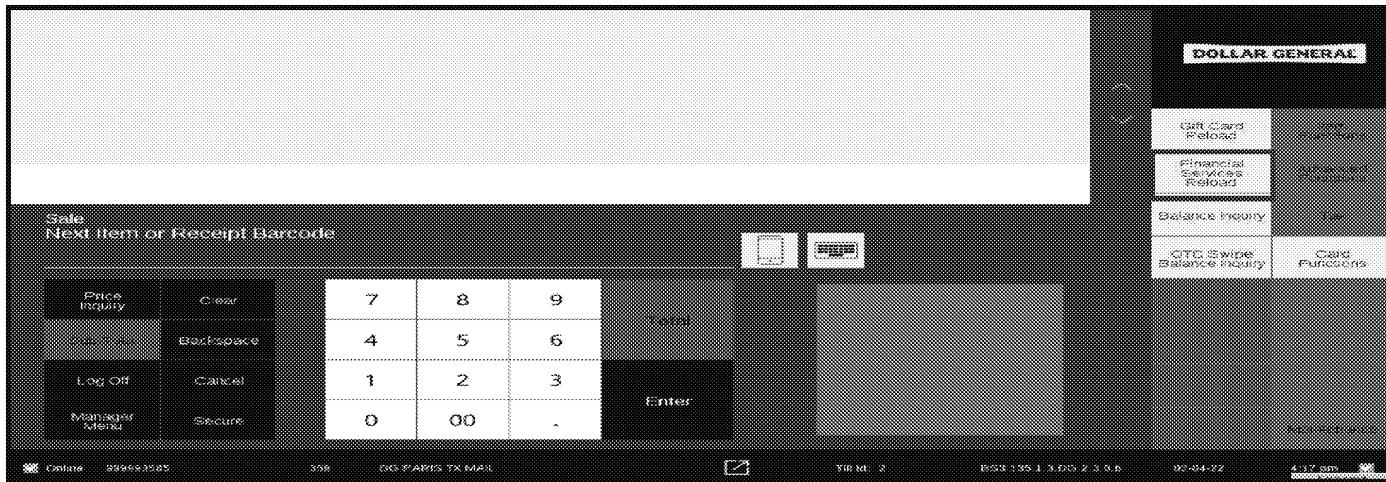
For Dollar General policy on this topic, refer to the SOP numbers listed above.

CBL

2020 Prepaid Card Fraud and Anti Money Laundering

Additional Resource - CBL

Sales Employee Shrink Awareness Training - Day 2

Action Steps**Description** How to reload Dollar General Giftcards**Step 1** Request the Dollar General gift card from the customer**Step 2** Select **CARD FUNCTIONS****Step 3** Select **FINANCIAL SERVICES RELOAD****Step 4** Swipe reloadable card on pinpad**Step 6** Type the customer's requested amount**Step 7** Select **ENTER****Step 6** Select **TOTAL****Step 7** Tender transaction**Step 8** Receipt prints**NOTE** The authorization number will print on the receipt**Step 9** Give the receipt to the customer**NOTE** Checks are not an acceptable form of tender to purchase giftcards - SOP 85

SALES/PAYMENT**Giftcard - Financial Services Reload****Transaction Type****Giftcard/ Reload****Audience**

All Employees

SOP

77, 85, 193

For Dollar General policy on this topic, refer to the SOP numbers listed above.

CBL

2020 Prepaid Card Fraud and Anti Money Laundering

Additional Resource - CBL

Sales Employee Shrink Awareness Training - Day 2

Action Steps

Description How to reload Financial Reloadable Giftcards without a chip

Step 1 Request the Dollar General gift card from the customer

Step 2 Select **CARD FUNCTIONS**

Step 3 Select **FINANCIAL SERVICES RELOAD**

Step 4 Ask customer to swipe card on pinpad

Step 6 Type customer's requested amount to reload giftcard on keypad

Step 7 Select **ENTER**

NOTE Pop up message reads, 'By continuing with this sale, I confirm that the customer is in the store'

Step 6 Select **CONFIRM**

Step 7 Select **TOTAL**

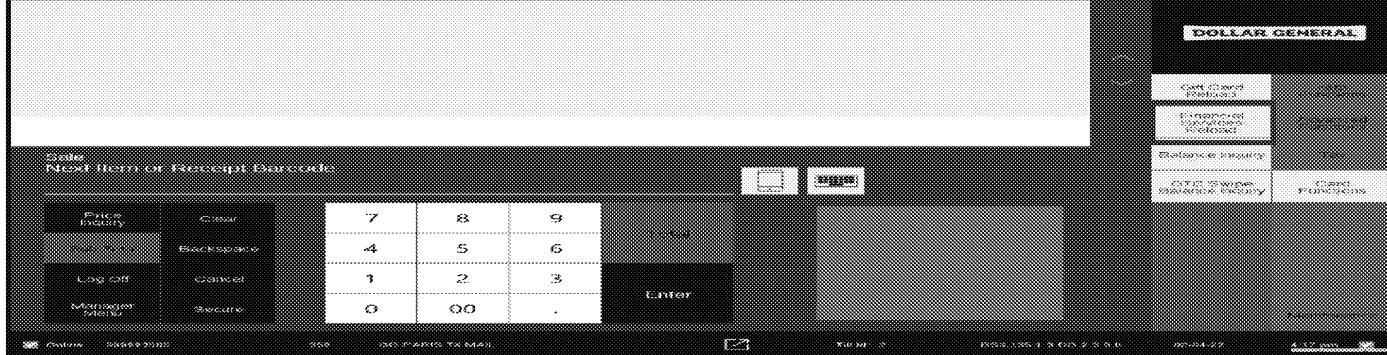
Step 8 Tender transaction

Step 9 Receipt prints

NOTE The authorization number will print on the receipt

Step 10 Give the receipt to the customer

NOTE Checks are not an acceptable form of tender to purchase giftcards - SOP 85



Giftcard - Financial Services Reload

Transaction Type	Giftcard/ Reload
Audience	All Employees
SOP	77, 85, 193 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	2020 Prepaid Card Fraud and Anti Money Laundering
Additional Resource - CBL	Sales Employee Shrink Awareness Training - Day 2
Action Steps	
Description	How to reload Financial Reloadable Giftcards with a chip
Step 1	Request the Dollar General gift card from the customer
Step 2	Select CARD FUNCTIONS
Step 3	Select FINANCIAL SERVICES RELOAD
Step 4	Ask customer to insert giftcard with chip into pinpad -chip portion of card inserted into pinpad
Step 5	Ask customer to enter the pin # for the card on pinpad
NOTE	Customer can select ENTER if they do not wish to enter pin #
Step 6	Ask customer to press ENTER on pinpad after pin # entered
Step 7	Type customer's requested amount to reload giftcard on keypad
Step 8	Select ENTER
NOTE	Pop up message reads, 'By continuing with this sale, I confirm that the customer is in the store'
Step 9	Select CONFIRM
Step 10	Select TOTAL
Step 11	Tender transaction
Step 9	Receipt prints
NOTE	The authorization number will print on the receipt
Step 10	Give the receipt to the customer
NOTE	Checks are not an acceptable form of tender to purchase giftcards - SOP 85

Tax Exempt Sales

Transaction Type	Tax Exempt Sales
Audience	All Employees
SOP	67, 80 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources - START Reference	Organizational Charged Sales & Tax Exempt Program - Quick Reference Card
Action Steps	
Description	Tax exempt sales customer status messages
Approved	The customer has on file with the tax department all required tax exempt documentation. An approved status will remain in effect until the certificate expires according to state regulations.
Preapproved	New customers are preapproved to make tax exempt purchases for 30 days. It is the responsibility of the customer to submit his or her certificate to the Tax Department. Instructions will print at the end of the receipt until the customer has been approved. If the customer does not supply the proper documentation to the tax department within 30 days, the number will default to DENIED and cannot be reused.
Recertify	The customer has a certificate on file that is due to expire within 45 days. An updated certificate must be sent to the Tax Department. Instructions will print on the receipt explaining how to submit the updated certificate.
Denied	The customer's transaction must be completed as a taxable sale. The customer is not eligible to purchase as tax-exempt or resale. This status could include any customer that has failed to submit his or her certificate to the Tax Department within the established time limits.
NOTE	However, under no circumstances are we to charge sales tax to a 100% service connected disabled veteran in the state of Oklahoma. Veterans in the state of Oklahoma may purchase items without paying sales tax. The veteran must present his or her Oklahoma Tax-Exempt card at the time of purchase.
Directions continued on next page	

Tax Exempt Sales - Existing Customers

Transaction Type	Tax Exempt Sales
Audience	All Employees
SOP	67, 80 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources - START Reference	Organizational Charged Sales & Tax Exempt Program - Quick Reference Card
Action Steps	
Description	How to process tax exempt customers sales (Existing Tax Exempt Customer)
NOTE	Store employees cannot change or alter the customer's information. The customer must contact the Tax Department if a change is needed. Existing customers that have been approved will be issued a barcoded letter through the mail by the Tax Department. Customers may use the barcoded letter as proof of certification. Veterans in Oklahoma DO NOT have to present or use a barcoded letter to make tax-exempt purchases. All customers are identified by either State Tax ID number, Federal EIN number
Step 1	Select TAX
Step 2	Select TAX EXEMPT
Step 3	Pop up message reads ' Tax Exempt Look Up Type '
Step 4	Select from one of the following choices <ul style="list-style-type: none"> * Federal * State * Entity * Cancel
Step 5	Type Tax ID# on keypad or scan barcode
Step 6	Select ENTER
Step 7	Pop up message reads ' Tax Exempt Status is approved for the tax ID submitted. '
NOTE	Directions continued on <u>next page</u>

Tax Exempt Sales - Existing Customers

Transaction Type

Tax Exempt Sales

Audience

All Employees

SOP

67, 80

For Dollar General policy on this topic, refer to the SOP numbers listed above.

CBL

N/A

Additional Resources - START Reference

Organizational Charged Sales & Tax Exempt Program - Quick Reference Card

Action Steps

NOTE If not approved, a pop up message will read 'Tax Exemption is not authorized'

Step 8 Select **CONTINUE**

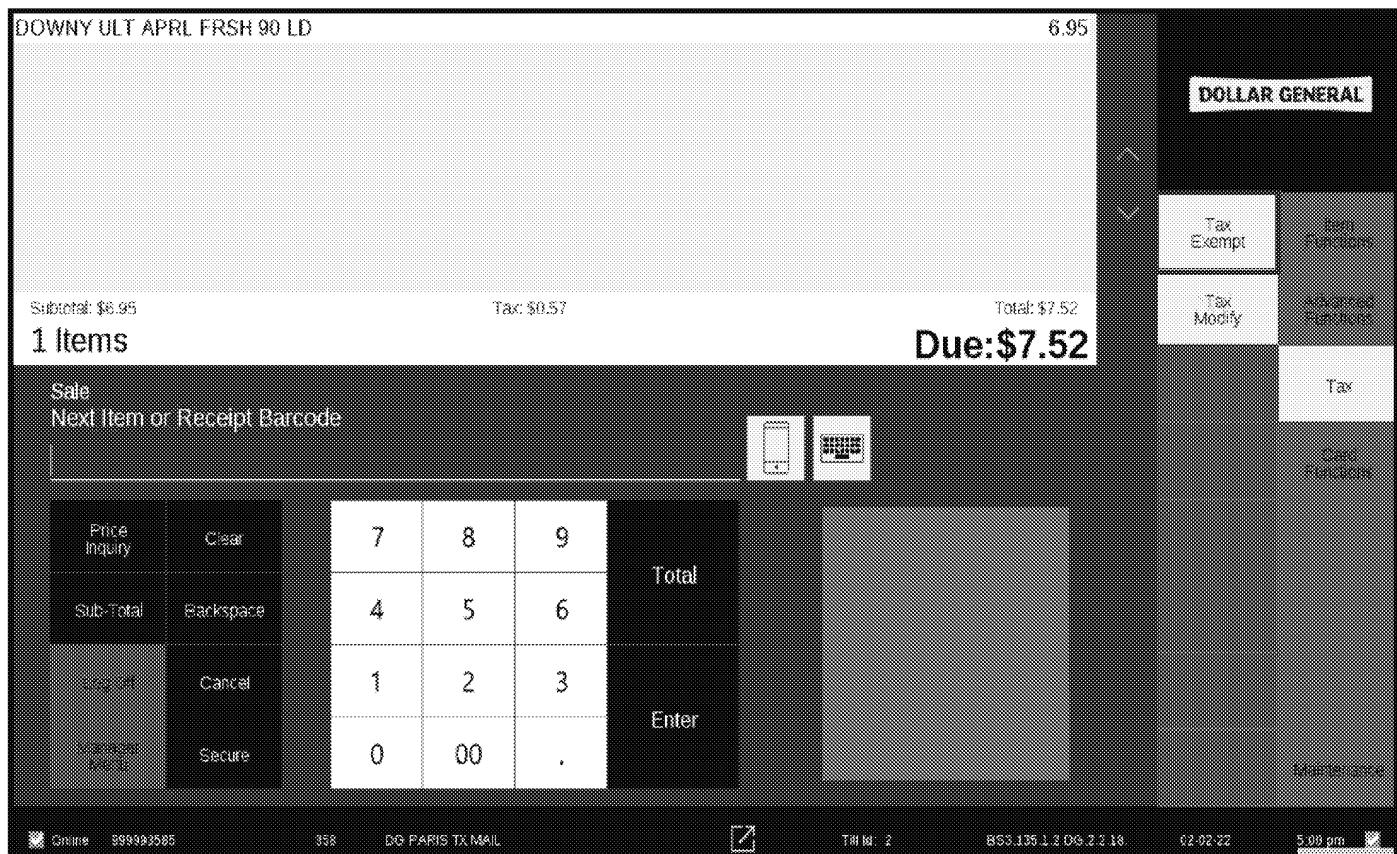
Step 9 Scan all merchandise being purchased using One Item = One Scan

Step 10 Select **TOTAL**

Step 11 Tender transaction

Step 12 Receipt prints

Step 13 Give the receipt to the customer



Tax Exempt Sales - New Customers

Transaction Type	Tax Exempt Sales
Audience	All Employees
SOP	67, 80 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources - START Reference	Organizational Charged Sales & Tax Exempt Program - Quick Reference Card
Action Steps	
Description	<p>How to process new tax exempt customers sales (New Tax Exempt Customer)</p> <p>Tax exempt customers must submit a certificate to the Tax Department within 30 days of setup (the store is NOT to retain a copy of any certificates).</p> <p>New tax exempt customer information is not complete until following business day. It is possible that a "Customer Not Found" message could display if a new tax exempt customer returns to make another purchase in the same day. If this happens, add the customer again using the same State Tax ID or Federal EIN number.</p> <p>If the VSAT is not functioning, follow the new tax-exempt customer procedures. If the customer is known to have been in the system for a while and is Approved, do not give them the message receipt. If the VSAT is down, and it is a new customer, give them the message receipt.</p> <p>This process also applies to any of the 100% disabled American Veterans who present their proof of eligibility card for the special exemption in Oklahoma.</p>
Step 1	Select TAX
Step 2	Select TAX EXEMPT
Step 3	Pop up message reads ' Tax Exempt Look Up Type '
Step 4	Select from one of the following choices <ul style="list-style-type: none"> * Federal * State * Entity * Cancel
Step 5	Type Tax ID# on keypad or scan barcode
NOTE	Directions continued on <u>next page</u>

SALES/PAYMENT**Tax Exempt Sales - New Customers****Transaction Type****Tax Exempt Sales****Audience**

All Employees

SOP

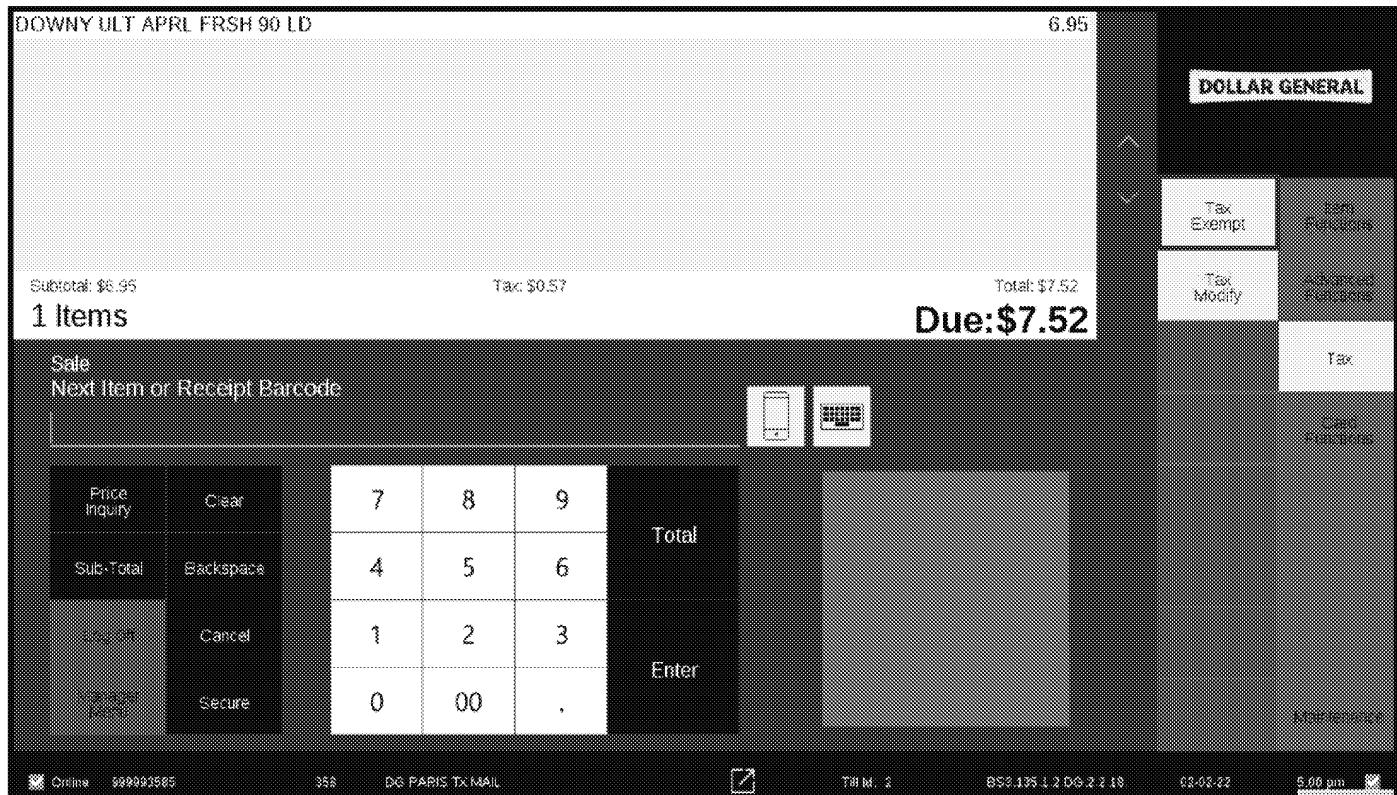
67, 80

For Dollar General policy on this topic, refer to
the SOP numbers listed above.**CBL**

N/A

Additional Resources - START ReferenceOrganizational Charged Sales & Tax Exempt
Program - Quick Reference Card**Action Steps**

- Step 7** Select **ENTER**
- Step 8** Pop up message reads '**Tax exempt status is pending for the Tax ID submitted**'
- Step 9** Select **CONTINUE**
- Step 10** Scan all merchandise being purchased using One Item = One Scan
- Step 11** Select **TOTAL**
- Step 12** Tender transaction
- Step 13** Receipt prints
- Step 14** Give the receipt to the customer



Charge Sales - Purchase Order

Transaction Type	Tax Exempt Sales
Audience	All Employees
SOP	80 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources - START Reference	Organizational Charged Sales & Tax Exempt Program - Quick Reference Card
Action Steps	
Description	How to process charged sale transaction with a purchase order
Step 1	Scan all merchandise being purchased using One Item = One Scan
Step 2	Select TOTAL
Step 3	Select MISCELLANEOUS
Step 4	Select CHARGE SALES
Step 5	Ask customer for charge sales account card/ paperwork
Step 6	Scan account # provided
Step 7	If back of card will not scan—type account # on back of card and select ENTER
NOTE	Pop up message displays organizational name
Step 8	Verify pop up message displayed matches customers information
Step 9	Select CONTINUE
Step 10	Type purchase order #
Step 11	Select ENTER
Step 12	Ask customer to sign name on pinpad
Step 13	Ask customer to select ACCEPT on pinpad when finished signing name
Step 14	Receipt prints
Step 15	Give the receipt to the customer
Step 16	Close the register drawer

Charge Sales - Authorized Buyer

Transaction Type	Tax Exempt Sales
Audience	All Employees
SOP	80 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources - START Reference	Organizational Charged Sales & Tax Exempt Program - Quick Reference Card
Action Steps	
Description	How to process charged sale transaction with a purchase order
Step 1	Scan all merchandise being purchased using One Item = One Scan
Step 2	Select TOTAL
Step 3	Select MISCELLANEOUS
Step 4	Select CHARGE SALES
Step 5	Ask customer for charge sales account card/ paperwork
Step 6	Scan account # provided
Step 7	If back of card will not scan—type account # on back of card and select ENTER
NOTE	Pop up message displays organizational name
Step 8	Verify pop up message displayed matches customers information
Step 9	Select CONTINUE
Step 10	Select Authorized Buyer from drop down menu
Step 11	Select ✓
Step 12	Type amount of purchase on keypad
Step 13	Select ENTER
Step 14	Register drawer pops open
Step 15	Receipt prints
Step 16	Give the receipt to the customer
Step 17	Close the register drawer

Western Union - Send (Domestically)

Transaction Type	Tax Exempt Sales
Audience	All Employees
SOP	238 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources - START Reference	Western Union Transactions Register Process

Action Steps

Description	How to process Western Union send - domestic transaction
Step 1	Select ADAVANCE FUNCTIONS
Step 2	Select WESTERN UNION
NOTE	Pop up message reads ' Are you sending or receiving money? '
Step 3	Select SEND
NOTE	Pop up message verifies the following: 1.) Employee logged into the register is the employee completing the sale 2.) Employee completing the sale completed the Western Union CBL Training
Step 4	Select CONTINUE
NOTE	Pop up message communicates the following: 1.) Dollar General can only process Cash/ PIN Debit Transactions less than \$800.00. 2.) For transactions \$800.00 or above, please direct customer to participating Western Union location. 3.) Ask if customer would like to continue
Step 5	Read the information to the customer, do not turn the screen for the customer to read
Step 6	Ask if customer would like to continue
Step 7	Select CONTINUE
NOTE	Pop up message reads ' Action Required on Pinpad '
Step 8	Ask customer to enter phone# on pinpad
Step 9	Ask customer to select CONFIRM on pinpad when done entering phone #
NOTE	If multiple transactions are being sent, select correct transaction and select CONFIRM - otherwise resume directions on Step 10
	Directions continued on <u>next page</u>

Western Union - Send (Domestically)

Transaction Type	Tax Exempt Sales
Audience	All Employees
SOP	238 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources - START Reference	Western Union Transactions Register Process

Action Steps

- NOTE** Pop up message displays the following customer information on register screen
- 1.) Action requested is to send money
 - 2.) Sender's name
 - 3.) Amount to collect
 - 4.) Destination Country
 - 5.) Passport
 - 6.) ID Number
 - 7.) Date of Birth
 - 8.) Country of Birth
- Step 10** Carefully read the information to the customer
- Step 11** Verify the information is correct
- Step 12** Select indicating customer ID was verified
- Step 13** Select **CONTINUE**
- Step 14** Ask customer to read information presented on pinpad and verify the information is accurate
- Step 15** Ask customer to select **ACCEPT** on pinpad
- Step 16** Ask customer to sign pinpad
- Step 17** Ask customer to select **ACCEPT** on pinpad
- Step 18** Select **TOTAL**
- Step 19** Select tender type
- NOTE** **Cash or PIN Debit Transactions Only**
- Step 20** Register drawer pops open
- Step 21** Count cash customer provided
- NOTE** Directions continued on next page

Western Union - Send (Domestically)

Transaction Type

Tax Exempt Sales

Audience

All Employees

SOP

238

For Dollar General policy on this topic, refer to the SOP numbers listed above.

CBL

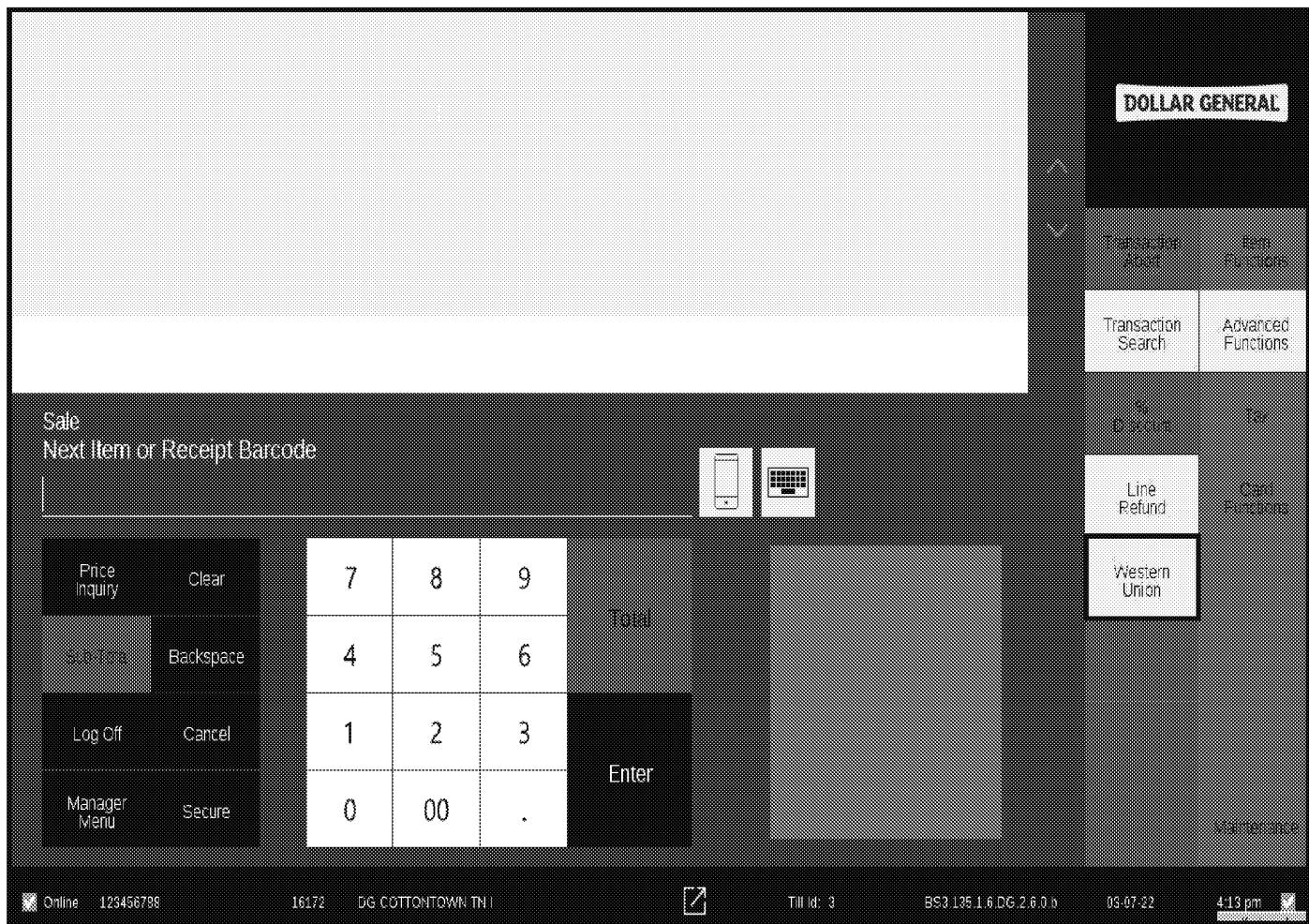
N/A

Additional Resources - START Reference

Western Union Transactions Register Process

Action Steps

- Step 22** Verify amount received from customer matches the amount being sent
- Step 23** Place cash in register drawer
- Step 24** Receipt prints
- Step 25** Give the receipt to the customer
- Step 26** Close the register drawer



Western Union - Send (Internationally)

Transaction Type	Tax Exempt Sales
Audience	All Employees
SOP	238 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources - START Reference	Western Union Transactions Register Process

Action Steps	
Description	How to process Western Union send - international transaction
Step 1	Select ADAVANCE FUNCTIONS
Step 2	Select WESTERN UNION
NOTE	Pop up message reads ' Are you sending or receiving money? '
Step 3	Select SEND
NOTE	Pop up message verifies the following: 1.) Employee logged into the register is the employee completing the sale 2.) Employee completing the sale completed the Western Union CBL Training
Step 4	Select CONTINUE
NOTE	Pop up message communicates the following: 1.) Dollar General can only process Cash/ PIN Debit Transactions less than \$800.00. 2.) For transactions \$800.00 or above, please direct customer to participating Western Union location. 3.) Ask if customer would like to continue
Step 5	Read the information to the customer, do not turn the screen for the customer to read
Step 6	Ask if customer would like to continue
Step 7	Select CONTINUE
NOTE	Pop up message reads ' Action Required on Pinpad '
Step 8	Ask customer to enter phone# on pinpad
Step 9	Ask customer to select CONFIRM on pinpad when done entering phone #
NOTE	If multiple transactions are being sent, select correct transaction and select CONFIRM - otherwise resume directions on Step 10
	Directions continued on next page

Western Union - Send (Internationally)

Transaction Type	Tax Exempt Sales
Audience	All Employees
SOP	238 For Dollar General policy on this topic, refer to the SOP numbers listed above.
CBL	N/A
Additional Resources - START Reference	Western Union Transactions Register Process

Action Steps

- NOTE** Pop up message displays the following customer information on register screen
- 1.) Action requested is to send money
 - 2.) Sender's name
 - 3.) Amount to collect
 - 4.) Destination Country
 - 5.) Passport
 - 6.) ID Number
 - 7.) Date of Birth
 - 8.) Country of Birth
- Step 10** Carefully read the information to the customer
- Step 11** Verify the information is correct
- Step 12** Select indicating customer ID was verified
- Step 13** Select **CONTINUE**
- Step 14** PDS printout receipt prints
- NOTE** Pop up message reads '**Please give the customer the PDS printout'**
- Step 15** Hand receipt to customer
- Step 16** Select **CONTINUE**
- Step 17** Ask customer to read information presented on pinpad and verify the information is accurate
- Step 18** Ask customer to select **ACCEPT** on pinpad
- Step 19** Ask customer to sign pinpad
- Step 20** Ask customer to select **ACCEPT** on pinpad
- Directions continued on [next page](#)

SALES/PAYMENT**Western Union - Send (Internationally)****Transaction Type****Tax Exempt Sales****Audience**

All Employees

SOP

238

For Dollar General policy on this topic, refer to the SOP numbers listed above.

CBL

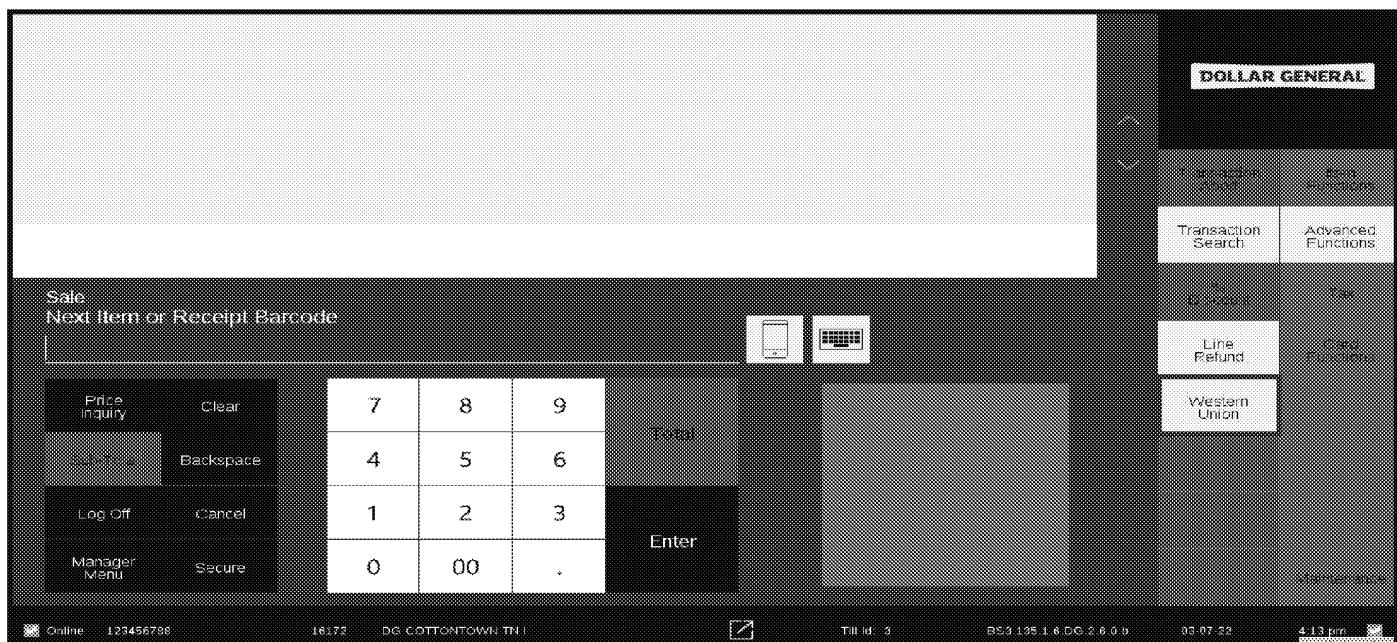
N/A

Additional Resources - START Reference

Western Union Transactions Register Process

Action Steps

- Step 21** Select **TOTAL**
- Step 22** Select tender type
- NOTE** **Cash or PIN Debit Transactions Only**
- Step 23** Register drawer pops open
- Step 24** Count cash customer provided
- NOTE** Directions continued on next page
- Step 25** Verify amount received from customer matches the amount being sent
- Step 26** Place cash in register drawer
- Step 27** Receipt prints
- Step 28** Give the receipt to the customer
- Step 29** Close the register drawer



Western Union - Receive

Transaction Type

Tax Exempt Sales

Audience

All Employees

SOP

238

For Dollar General policy on this topic, refer to the SOP numbers listed above.

CBL

N/A

Additional Resources - START Reference

Western Union Transactions Register Process

Action Steps

Description	How to process Western Union receive transactions
Step 1	Select ADAVANCE FUNCTIONS
Step 2	Select WESTERN UNION
NOTE	Pop up message reads ' Are you sending or receiving money? '
Step 3	Select RECEIVE
NOTE	Pop up message verifies the following: 1.) Employee logged into the register is the employee completing the sale 2.) Employee completing the sale completed the Western Union CBL Training
Step 4	Select CONTINUE
NOTE	Pop up message reads ' Action Required on Pinpad '
Step 8	Ask customer to enter phone# on pinpad
Step 9	Ask customer to select CONFIRM on pinpad when done entering phone #
NOTE	Pop up message displays the following customer information on register screen 1.) Action requested to receive money 2.) Requestor's name 3.) Amount to dispense 4.) Destination Country 5.) Passport 6.) ID Number 7.) Date of Birth 8.) Country of Birth
Step 10	Carefully read the information to the customer
Step 11	Verify the information is correct
NOTE	Directions continued on <u>next page</u>

Western Union - Receive

Transaction Type

Tax Exempt Sales

Audience

All Employees

SOP

238

For Dollar General policy on this topic, refer to the SOP numbers listed above.

CBL

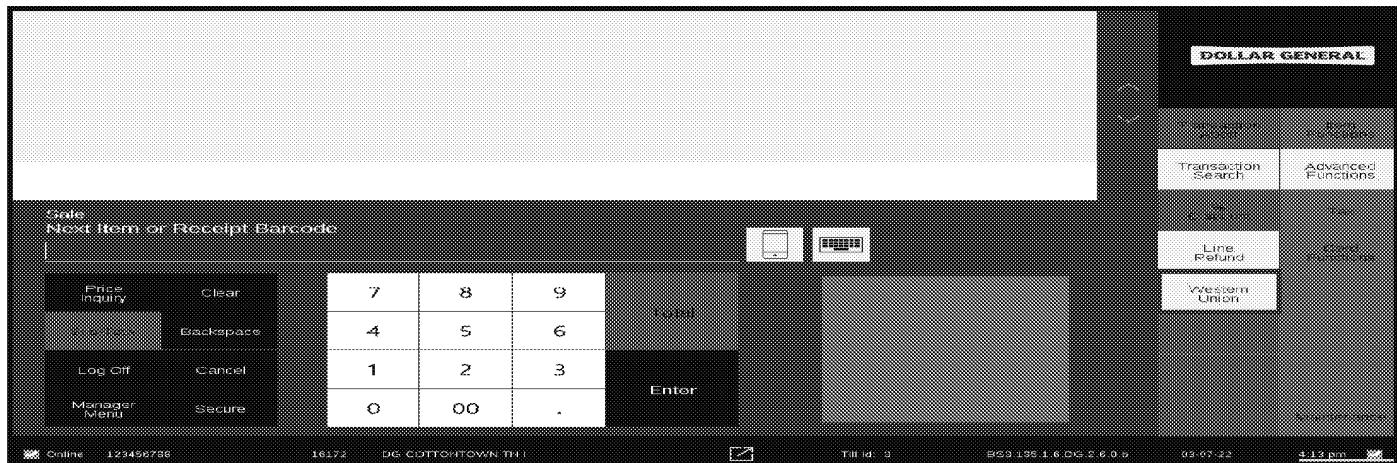
N/A

Additional Resources - START Reference

Western Union Transactions Register Process

Action Steps

- Step 12** Select ✓ indicating customer ID was verified
- Step 13** Select **CONTINUE**
- Step 14** Ask customer to read information presented on pinpad and verify the information is accurate
- Step 15** Ask customer to select **ACCEPT** on pinpad
- Step 16** Ask customer to sign pinpad
- Step 17** Ask customer to select **ACCEPT** on pinpad
- NOTE** Pop up message reads '**Western Union Receive Transaction is confirmed. Provide receipt and receipt jacket to customer with cash. Press Continue to open the cash drawer.**'
- Step 18** High dollar amount transactions require key carrier authorization
- Step 19** Select **CONTINUE**
- Step 20** Register drawer pops open
- Step 21** Give the receipt to the customer
- Step 22** Close the register drawer



SALES/PAYMENT

Literacy Round Up

Transaction Type	Giftcards
Audience	All Employees
SOP	N/A
CBL	N/A
Additional Resource - CBL	N/A
Action Steps	
Description	How to track Literacy Round Up and St Jude's performance by employee
Step 1	On STOREnet Computer select DAILY
Step 2	Select MONEY COUNTING
Step 3	Select ADDITIONAL CASH MANAGEMENT TOOLS – “OPEN”
Step 4	Enter Employee ID
Step 5	Select ENTER
Step 6	Enter Cashier ID
Step 7	Select ENTER
Step 8	Select LOGIN
NOTE	If applicable, select the store you are working in
Step 9	Select NEXT
Step 10	Select REPORTS
Step 11	Select ITEM SALES BY OPERATOR REPORT
Step 12	Enter CHAREV01 in Product field – for St Jude's enter CHAREV14
Step 13	Select Date Range
Step 14	Select NEXT
Step 15	Select PRINT
NOTE	Report indicates Total Quantity and Total Value of Literacy Round up by operator